

# Access Register Application Form



**We want to make visiting The Lowry as easy and comfortable as we can for visitors with disabilities, and joining our Access Register will help us deliver the best possible experience for you.**

Registering will also allow you to book Captioned, BSL, Relaxed and Audio Described performances online.

If you need someone to accompany you, joining the Register will enable you to book a free Personal Assistant ticket for theatre shows at no extra charge.

Registering will also help us to process your bookings quickly and easily: you only need to provide details of your requirements once, rather than every time you book. We will also be able to provide you with relevant information about our access facilities, by email or post.

## How to register

This application form has **4 sections**

**Do you require a complimentary personal assistant / essential carer's ticket?**

**YES** complete sections **A, B, C** and **D**

**NO** complete sections **A, B** and **D**

Return your completed form to [access@thelowry.com](mailto:access@thelowry.com) or post to **The Lowry Box Office, Pier 8, Salford Quays, M50 3AZ**

This application can be made by either the person with a disability or by the Personal Assistant (essential carer) if they will be booking tickets on behalf of the person with a disability. If you are a Personal Assistant who cares for more than one individual, you will need to apply separately for each person that you assist.

## FAQs

### Is there a membership card?

No – you will not receive, or need to show a membership card. Once registered, your details will be held on your customer record so you need only give us your name and postcode when booking.

### Can I still access disabled concessions without registering?

Yes – although registering will make booking quicker and easier, and you will need to register if you require a Personal Assistant ticket.

### I need a Personal Assistant to accompany me but don't have any of the supporting evidence listed on this form.

Please tell us about your circumstances on the application form. Applications will be judged on a case-by-case basis.

### What if my requirements change?

Please contact us on 03333202838 or email [access@thelowry.com](mailto:access@thelowry.com)

## Your privacy

The Lowry is committed to protecting your privacy. We would like to register you and retain your information for five years. The information you supply for the Access Register will be held securely in compliance with the General Data Protection Regulation. We will not share your data with any third party organisations. If submitting supporting evidence of entitlement to Personal Assistant tickets, no physical or electronic copies of these documents will be stored once your application has been processed. For further information see our Privacy Policy at [thelowry.com/privacy](https://www.thelowry.com/privacy), or contact us [data@thelowry.com](mailto:data@thelowry.com)

## Section A - All applicants to complete this section

**Name of Person with a Disability:**

**Address Line 1:**

**Address Line 2:**

**Town/City:**

**Postcode:**

**Contact Telephone Number:**

**Email Address:**

**Name of ticket purchaser (if different from above):**

**Address Line 1:**

**Address Line 2:**

**Town/City:**

**Postcode:**

**Contact Telephone Number:**

**Email Address:**

Please tick this box to receive information from The Lowry by email.

Please tick this box to receive information from The Lowry by post.

## Section B: Access Requirements. All applicants to complete this section

Your Access Requirements – please tick all that apply:

I must be accompanied by a Personal Assistant (essential carer) during my visit  
(Section C must also be completed)

Wheelchair space

Aisle seat – right leg near the aisle

A bigger space required for a larger  
wheelchair or scooter

Aisle seat – left leg near the aisle

Storage of walker / other equipment

Assistance dog-sitting service

No stairs / steps to negotiate

Infra-red hearing enhancement  
(Headset / Neck Loops required)

Space for assistance dog in the  
auditorium

BSL Interpreted Performance

Captioned Performance

Dementia Friendly Performance

Audio Described Performance &  
Touch Tour

Guided assistance

Other additional needs  
(please state below)

Relaxed Performance

Please provide any other additional information that you think might be useful for us to know

If you would like to receive our Season Brochure in an alternative format, please indicate below:

Audio CD

Large Print

Audio mp3

If you have anything you would like to discuss further, please write your question below and one of our team will contact you.

**If you do not require a personal assistant ticket, please skip to section D**

## Section C: Personal Assistants (Essential Carers)

This section only requires completion if you need help from another person in order to move safely around The Lowry, and wish to apply for a complimentary Personal Assistant ticket when you attend The Lowry.

### Proof of eligibility required for a free Personal Assistant ticket

A photocopy or scan of one of the following documents (dated within the past 12 months if DLA, Attendance Allowance or PIP) makes your Personal Assistant eligible for a free ticket when available.

Please tick the box next to the evidence you are submitting:

Front page of DLA letter  
(the annual increase and Christmas  
bonus letters are also accepted)

Disabled Identification Card

Front page of Attendance  
Allowance letter

Recognised Assistance Dog ID card

Front page of PIP letter

Access Card (with 1+ symbol)

Evidence that registered  
severely sight impaired (blind)

None of the above – sending  
alternative evidence

War Disablement Pension

Please feel free to black out any information that relates to the amount of benefits paid or health conditions that might be on documents submitted that you do not wish us to see.

You may be entitled to concession rate tickets for certain shows (e.g. Over 60s, registered unwaged, student etc) these are subject to status and availability.

### Sending alternative evidence

The Lowry recognises that the evidence listed above is not definitive. If you do not have any of the above evidence and require a Personal Assistant to attend the venue with you, please use the space below to tell us why.

You are welcome to post or email copies of any additional evidence that supports your application if you have any, or contact us to discuss your application. Your application will be judged on a case-by-case basis.

If you wish to submit any additional evidence to support your statement, please list it in the space below and attach it with your form.

## Section D: Declaration

**I have a disability as defined by the Equality Act (2010)**

**If you have downloaded the form to complete electronically, please type your name in the space below in lieu of signing:**

Signed \_\_\_\_\_

Print Name \_\_\_\_\_

Date \_\_\_\_\_

Please tick this box if you are filling in this form on behalf of someone else.

### Submitting your form

You can email your completed form to **access@thelowry.com**

Or, post your completed form to:

**Box Office  
The Lowry  
Pier 8  
Salford Quays  
M50 3AZ**

If you have any questions about this process or if you require this form in an alternative format such as a large format document, please contact us on **03333202838** or email **access@thelowry.com**

### Terms and conditions

We retain the right to review, amend or withdraw the Access Register and revoke Access registration if the customer's eligibility changes.

We will require proof of eligibility for complementary personal assistant tickets, and further details can be found on the registration form. Customers who intentionally give false information will have their registration revoked.

Complimentary Personal Assistant tickets are available at The Lowry's discretion to those who need assistance to move safely around the venue. Anyone designated as a Personal Assistant must be able to assist the person they are attending with, with both their access requirements whilst in the building, and to leave the building in an emergency.

While we will always do our best to seat you in the most appropriate area for your requirements, we cannot always guarantee that ideal seats and / or wheelchair spaces will be available, especially at short notice. We would recommend booking as far in advance as possible.

By joining the Access Membership Scheme and purchasing a disabled concession or Personal Assistant ticket(s) you agree that the ticket(s) will only be used by a disabled person (as defined by the Equality Act 2010) and his/her companion.

An application to join the Access Register can be made either by the person with a disability or by a Personal Assistant if they will be booking tickets on behalf of the person with a disability. If you are a Personal Assistant who cares for more than one individual, you will need to apply separately for each person that you assist.

Our standard terms and conditions of sale apply to all bookings.