

**Essential Companion Scheme - Individual**

Membership of the Essential Companion Scheme is open to patrons who need additional assistance to access the services within Loughborough Town Hall.

Charnwood Borough Council is firmly committed to enabling everyone to participate in all Loughborough Town Hall events equally and with dignity and respect.

Loughborough Town Hall recognises that some customers with disabilities may require the services of a helper or friend to enjoy the facilities offered at the venue. This person is designated as an ‘Essential Companion’.

We are happy to offer free seats to ‘Essential Companions’ to enable our customers with disabilities to visit Loughborough Town Hall and all its facilities.

**The scheme is not open to, or intended for, those who simply require assistance with transportation to Loughborough Town Hall. An ‘Essential Companion’ is somebody who is able to help the individual with a disability to use and enjoy the services of Loughborough Town Hall, as well as ensuring their safety and wellbeing.**

The ‘Essential Companion’ should familiarise themselves with the layout of Loughborough Town Hall and the location of services. They should liaise with Theatre staff if the individual with a disability requires assistance and take instructions should there be a need to evacuate the building. The ‘Essential Companion’ is required to attend to the needs of the person with a disability at all times whilst on the premises.

As Loughborough Town Hall is a publicly funded organisation, we require either the person with a disability or their appointed representative to complete the attached form and provide proof of entitlement.

The information you give us is protected by the Data Protection Act and will only be used for the purpose set out in this document. All tickets are subject to availability at the time of booking. Loughborough Town Hall reserves the right to review the availability of tickets within the scheme, to review a member’s eligibility and to revoke that membership following review.

Any abuse of this scheme could result in your membership being revoked with immediate effect.

**If you have difficulty completing the membership form or would like more information, please contact the Box Office. A member of our team will be pleased to assist you.**

**Tel: 01509 231914**

**Email:** [**box.office@charnwood.gov.uk**](mailto:box.office@charnwood.gov.uk)



**Essential Companion Scheme – Membership Application Form**

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| --- | --- | --- | --- | --- |
| **1. Applicants Details** | | | | |
| **Title:** | **Forename:** | | **Surname:** | |
| **Address:** | | | | |
|  | | | | |
|  | | | | **Postcode:** |
| **Telephone No.** | | **Mobile:** | | |
| **Email:** | | | | |
|  | | | | |
| **2. Proof of Eligibility** | | | | |
| Please enclose proof of eligibility that clearly demonstrates the applicant is in receipt of one of the following:   * Middle or Higher Rate Disability Living Allowance * Higher Mobility Component of Disability Living Allowance * Certificate of Visual Impairment * Letter from their hospital of doctor confirming that they are disabled (this must be the original letter and not a photocopy) * Attendance Allowance (Disability Living Allowance for patrons over 65)   If you are sending original documents then please enclose a stamped-addressed envelope (SAE) for their return. Documents provided without a SAE will be securely shredded.  **Please note: We regret that if you are receiving any other form of benefit you do not qualify for this scheme** | | | | |

**3. Contact Preferences**

Please tick the relevant boxes below on what information you would like to receive and how you would like Loughborough Town Hall to contact you.

|  |  |
| --- | --- |
| Can we contact you by phone if there is a problem with your booking or other similar issue? |  |
| Would like to join our e-mail list and receive our monthly E-newsletter to hear about upcoming shows? |  |
| Would like to receive our brochure and relevant publicity material by post? |  |
| Would like to join the LU Arts E-newsletter? |  |

**Please send your completed form and documents to:**

**Post: Essential Companion Scheme, Loughborough Town Hall, Market Place, Loughborough, Leics, LE11 3EB**

**Email: box.office@charnwood.gov.uk**

We will endeavour to process your application within 10 working days of receipt.

You will not be permitted to book any free Essential Companion seats until we approve your application. If successfully approved your membership of the scheme will be valid for one year.

Data Protection Notice- Your details will be added to the database which is protected by the Data Protection Act and will not be passed on to any other parties. You have the right to ask for a copy of the information that we hold and to correct any mistakes.

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Please tick this box if you are the representative of the person wishing to join the Essential Companion scheme and sign below. [ ]

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**For office Use Only:**

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| --- | --- | --- |
| Date Received: | Proof Attached: Y / N | Added to Spektrix: Y / N |
| Staff Initials: | Customer Notified: Y / N | Tickets Reserved: Y / N |
| ESC Expires: | Date Approved: | Manager Authorisation: | |
| Any other comments: | | | |