



## Essential Companion Scheme

The MMC Venue is firmly committed to making your visit to our venue an accessible and enjoyable experience. The MMC Venue wish to ensure all customers can participate and enjoy all our shows equally and to further this commitment we have adopted the Essential Companion Scheme.

Under the Disability Act (1995) a person with a disability is defined as anyone who has a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day-to-day activities.

### What is the Essential Companion Scheme?

The Essential Companion Scheme is offered to disabled customers who need somebody to assist them to access the theatre and facilities we offer.

An Essential Companion should be able to assist with mobility or guidance and ensure the safety and wellbeing of the customer for the whole time they are at the venue.

The Scheme offers members the opportunity to obtain one ticket, free of charge, for their Essential Companion. The member is required to purchase one full price ticket to obtain the free Essential Companion ticket.

The Scheme is not open or intended for customers who simply want someone to go with them or just need assistance with transportation to the venue. The Scheme is not offered to anyone who can cope independently in a public venue.

### Important information for the Essential Companion:

The Essential Companion should familiarise themselves with the layout of MMC Venue and the location of services. They should liaise with MMC Venue staff if special assistance is required and take instructions should the need to evacuate the venue arise. The Essential Companion should be available at all times to assist the disabled customer.

### Important information for Wheelchair Users:

It is accepted that a wheelchair may be used to assist your access to and around the venue and we accept that it may be preferred for you to transfer to a theatre set. However, if you are transferring to a theatre seat, you will need to be independently capable of leaving the MMC Venue in the event of an evacuation without access to your wheelchair. If you cannot fulfil this requirement, in line with our Fire Safety Policy, we have to insist that you remain in your wheelchair and if available we will relocate you to a wheelchair position.

## Ticket Allocations

The MMC Venue cannot provide unlimited access for it's show and events. The allocation of complimentary places will be determined by the capacity for each event and offered on a first come, first served basis. Please note that shows which are a hire may not wish to participate in the Scheme but any concerns will be raised with them directly. All shows which are contracted by the MMC Venue will offer the Scheme.

## How to join

To join the Essential Companion Scheme please fill in the attached application form and hand it in at the MMC Venue box office or email it to [reception@mmcvenue.co.uk](mailto:reception@mmcvenue.co.uk)

You will be required to provide proof of eligibility in one of the following forms:

- Middle or Higer Rate Disability Living Allowance
- Higher Mobility Component of Disability Living Allowance
- Certificate of Visual Impairment
- Personal Independence Payment
- Letter from a hospital/doctor on headed paper to confirm that a customer needs a companion to attend shows at the venue.
- Attendance allowance
- NIMBUS or Access card

Documents need to be dated within the last twelve months.

If you need any help completing the application please do call in to speak to a member of the box office team or call us on 0116 2304877



## Essential Companion Scheme Application Form

Please provide details of the individual with the disability.

Title: \_\_\_\_\_ First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Please specify why you require an Essential Companion (please give as much information as possible)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

By signing below the applicant or their appointed representative declares that the person concerned requires a companion to access the facilities at the MMC Venue, they have read the attached information and will adhere to the guidelines set out in the Essential Companion Scheme.

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

Proof of Eligibility enclosed

MMC Venue reserves the right to review a members eligibility and revoke membership following a review. All memberships will be reviewed on an annual basis. It is the responsibility of the member to communicate any changes in circumstances to the MMC Venue.

Please return your completed application to Reception at MMC Venue, 105 Leicester Road, Mountsorrel LE12 7DB Or email it to [reception@mmcvenue.co.uk](mailto:reception@mmcvenue.co.uk). We will endeavour to process your application within 10 working days of receipt and inform you of the outcome. Please note that any tickets purchased before your application is complete will not be eligible to the Essential Companion Scheme. All Essential Companion Scheme tickets need to be booked in person at the Box Office or via telephone on 0116 230 4877.