



## **The Anvil Trust Ltd, Churchill Way, Basingstoke RG21 7QR**

### **Facilities for patrons with access needs**

#### **ACCESS LIST**

We have set up a free Access List in order to improve our service to you. The information you give us for the Access List will help us to find appropriate seats for you quickly and easily. Having this information on file will also save time when you book in future. You can join the Access List by filling in the form available from the Box Office. Extra copies of the Access List form are available from the Box Office or on the Anvil Arts website. Please note wheelchair positions and any available registered disabled concessions will only be available to those on the Access List, although it is not a requirement for you to join the Access List in order to book tickets.

#### **TICKET CONCESSIONS**

Registered disabled patrons on the Access List are now entitled to an adult concession price ticket at performances where these are available.

#### **ESSENTIAL CARERS**

These are not companion tickets but are available at Anvil Arts' discretion to those who need help from another person in order to move around safely within The Anvil or The Haymarket buildings. Please note that if this is not the case, other concessions may be available to you. Anyone designated as an essential carer must be able physically to assist the patron for whom they are caring to leave the building in an emergency. For insurance and health and safety reasons, Anvil Arts staff cannot give assistance in these circumstances. Members of staff are also not able to leave the building to assist patrons to cars or taxis. Please do not put staff in a difficult position by asking them to do this. For performances after 3 January 2012, essential carer tickets will cost one third of the full ticket price for any performance (rounded down to the nearest 25p). Essential carer tickets are not available for those under 16.

#### **CHILDREN**

Under 16s are entitled to specific concession ticket prices where these are available. This takes precedence over any other concession. All children must be accompanied by an adult ticket holder and essential carer tickets are not available for these adults.

## **WHEELCHAIR USERS**

Licensing and safety regulations mean that we cannot sell wheelchair spaces or allow transfers out of wheelchairs into seats in the circle at The Anvil. Wheelchair positions in the stalls at The Anvil, and at The Haymarket remain unaffected. There are drop-down or low level counters at both Box Offices, which also have induction loops.

## **HEARING ENHANCEMENT**

The infra-red hearing enhancement system has been upgraded and is now available in the auditorium (not choir stalls) and The Forge. Headsets are available from the Box Office for a refundable deposit of £5. The Box Office counter has an induction loop system which uses the T-switch of a standard hearing aid.

## **NURSING AND CARE HOMES**

If booking as a group, nursing and care homes do not need to register individual clients on the Access List and should contact the box office to discuss their requirements.

## **PARKING**

Badged parking arrangements at The Anvil and The Haymarket are the responsibility of Basingstoke and Deane Borough Council. For further details please contact Parking Control on 01256 844844.

## **WEB SITE**

The Anvil Arts website contains details of all our events and all our facilities and services for people with access needs. There is a text-only version shown as a link on the home page. Extra copies of the Access List form are also available here.

## **DATA PROTECTION**

The Anvil Trust Ltd holds box office and Access List information in order to provide our service to you. We ask for informed consent for all details held and will never release any details held on the Access List to outside organisations. Please note that telephone calls may be monitored for training purposes.