

Personal Assistance and Accessibility

**A PERSONAL ASSISTANCE SCHEME IS AVAILABLE FOR PERFORMANCES AT:
BUXTON, DERBY, BLACKBURN, GLOUCESTER, WINCHESTER, LICHFIELD, CHESTER, BEVERLEY,
DURHAM AND LIVERPOOL**

We offer a personal assistance scheme which enables those coming to an event in need of assistance to claim a ticket for a personal assistant at no charge*.

This is eligible to customers who meet the criteria below and purchase a ticket at full value if they would be unable to attend an event without the active support of another person.

Personal assistant tickets are available for those with one or more of the following:

- Disability Living Allowance
- Personal Independence Payment (PIP)
- Attendance Allowance
- Personal Independence Allowance
- A certificate of visual impairment
- Official / Documented evidence that I am registered as severely sight impaired (blind)
- UK-recognised identification for an assistance dog
- For your application we will also require a copy of some form of photo ID (such as a driving licence or passport)

REGISTERING FOR THE PERSONAL ASSISTANCE SCHEME

A claim generally takes around 28 days to process, once you are registered you will be eligible to apply for a personal assistant ticket at no extra charge, subject to availability, for as long as your documentation supports your eligibility.

If you want to claim a personal assistant ticket we can talk you through this so do not worry, please contact us on **0344 8000 410** or email accessibility@accliverpool.com, we can then let you purchase a ticket and reserve an assistant ticket that will be subject to receiving the required documents.

*subject to eligibility and terms and conditions

FOR ASSISTANCE AT THE BELOW VENUES, PLEASE TELEPHONE TO DISCUSS ARRANGEMENTS

CHESTERFIELD: Tel. 01246 345 222
SHEFFIELD: Tel. 01142 233 740
HANLEY: Tel. 0800 912 6971
WARRINGTON: Tel. 01925 442 345

