

Brighton Dome & Brighton Festival Access Scheme FAQs

[Why have an Access Scheme?](#)

- To help us deliver good customer service to our customers with access requirements and create an easier and more inclusive booking process.
- Avoids repeatedly requiring customers to discuss their disabilities and access needs with us.
- Allows us to book the correct seats for an individual's needs more easily.
- Helps to ensure that complimentary tickets are available for those who can't attend without a personal assistant. We have previously struggled to ensure that complimentary tickets are available for those that need it so we now require evidence and details of our requirements so we can ensure that the free tickets go to the right people.
- Allows us to share information about accessible performances to those who would like to know.
- Allows customers to better plan their visits.

[How do I apply?](#)

- Apply online by following [this link](#)
- Download a hard copy to complete by following [this link](#) (screen reader compatible)
- Pick up a form from our ticket office
- Contact us to send you a form in the post
- Your tickets will be held until your application is complete

You can drop off completed forms and supporting evidence at our ticket office on Church Street, email it to access@brightondome.org or post it to - Access Scheme, Brighton Dome & Brighton Festival, Ticket Office, 1 Church Street, BN1 1UE

[Supporting evidence](#)

If you require an access assistant to attend a show and would like to request a complimentary access ticket is provided to your assistant at the event, in addition to completing the joining form you will also need to provide supporting evidence that will make you automatically eligible. If you don't require a complimentary personal assistant ticket you do not need to provide evidence of your need of this but we would still encourage you to join the scheme for ease of booking in the future.

In person at our ticket office:

Please bring your supporting evidence along with you and show it to our ticket office staff. If you don't have the supporting documentation with you but require a personal assistant ticket we will reserve your tickets and you will need to send in copies as soon as possible. We will then contact you for payment when evidence has been seen. We will keep your tickets on hold until 3 days before the event, when we will ring to check if you are able to provide this evidence.

Supporting evidence can be emailed to access@brightondome.org or you can post a copy to - Access Scheme, Brighton Dome & Brighton Festival, Ticket Office, Church Street, Brighton BN1 1UE

[I don't have any of the documents listed but I require a personal assistant to be able to come to your events.](#)

We recognise that the evidence we ask for doesn't cover all eventualities. Please explain your requirements on the form and we will consider your request.

[What if I don't want to join the scheme?](#)

You can still make a booking and apply for a complimentary personal assistant ticket. Your complimentary ticket won't be processed until we have seen your proof of eligibility for a free ticket, so please bring this in, send or email proof as soon as possible.

If you are not a member of the Access Scheme any adjustments you need us to make to allow you to be comfortable during your visit should be emailed to access@brightondome.org with at least 5 working days notice or if you are booking with our ticket staff notified to our ticketing staff at the point of booking. They will let our Duty Manager know.

[How will my data be kept confidential?](#)

All data is kept on a protected network and is linked directly to your individual Audience View account in line with GDPR and our privacy policy https://brightondome.org/privacy_policy/. Any documentation provided as proof of eligibility for access assistant tickets will be deleted as soon as it is verified.

[Can I now book a wheelchair position online?](#)

Sorry, although we hope to offer this in the future our ticketing system cannot achieve this whilst making sure the tickets go to the right people.

We cannot offer an online booking process, without making these tickets freely available to anyone to book and we fear that this would lead to a negative outcome for our disabled customers.

[Can I now book my free personal assistant ticket online?](#)

Unfortunately, you cannot book a complimentary personal assistant ticket online, however you can either go into the ticket office or call them on 01273 709709. Currently the system does not allow this but we are working with our ticketing system on making this possible in the future.

Having an Access Scheme is a stepping stone to a Ticketing System which can allocate tickets online and we hope that in time and with more resource than our charity has now, this might be possible. We have designed a way that we can support wheelchair users or those requiring complimentary access assistants to book by telephone and in person as well as an email service for all booking requests and queries.

This includes reserving tickets before they go onsale online and also reserving for extended periods so as to ensure tickets are not sold out whilst people unable to book online are in the process of booking.

Unlike many venues and ticketing providers we have a friendly Ticket Office who are available on all platforms, including in person to assist with bookings Monday – Saturday 10am - 5pm and until the performance start time on event days

[My disability means I can't book over the phone, how can I book?](#)

If you don't need a wheelchair position or an access assistant ticket, you can book online. We will then be able to link your booking with your access scheme membership and be able to see what your requirements are. If you do need to book a wheelchair position or an access assistant ticket, then you can do so by emailing tickets@brightondome.org. It is always best to be able to pay over the phone or in person because it keeps your card details secure but if this isn't possible, we will be able to make arrangements with you by email.

[I need assistance filling out the form](#)

Your carer or personal assistant can help you fill in the form or we can assist you in filling out the form. Just ask in the Ticket Office or contact us on access@brightondome.org / You can also leave a message on 01273 261541

[I am blind/partially sighted– can you provide a form compatible with my reader?](#)

Yes, we can provide the forms in a word document and will make any adjustments you require for particular assistive technology.

[How long does membership last?](#)

Evidence will be valid for at least three years, and we will ask for updated evidence when required. Otherwise you will remain in the access scheme until you request to leave.

[Can I cancel my membership?](#)

Yes, you can request to leave at any point by emailing access@brightondome.org

[My disability is not static and therefore my requirements change](#)

No problem, be as specific as you can and want to be on your form and just let us know when you book what your current requirements are. We hope that having provided detailed information to us in advance we will have to ask minimal questions when you let us know what will be necessary for your visit at any given time.

[I have a temporary disability; do I still need to fill in the form?](#)

You don't need to fill in the form if you have a temporary disability. You are welcome to fill in the form if you have an injury or illness that means you have access requirements for a temporary period if you will be visiting us frequently and this would save you time. Access assistant tickets are not available to support temporary disabilities (eg broken leg) that are not recognised as a long term condition / disability.

[Who did you consult with about the scheme?](#)

Attitude is Everything, an organisation who promotes access for disabled people at live music events have provided very useful feedback on the form, the language used, the range of disabilities covered and have advised us on the name of the scheme. Stay Up Late who advocate for people with learning disabilities and autism gave us positive feedback. We consulted with a group of our customers with access requirements and got feedback before launching this scheme and have modified it based on our customer's feedback over time. If you have any feedback please do let us know by emailing access@brightondome.org