

The Sands Centre – Essential Companion Access Scheme (2016)



Terms & Conditions

The Essential Companion Access Scheme allows our customers with access requirements and their companions to purchase discounted ticket(s). It also aims to assist our access customers in booking tickets and helps us to understand their specific needs. Customers wishing to take advantage of the Essential Companion Access Scheme discounts are required to join our Essential Companion Access Scheme. By joining the Essential Companion Access Scheme and purchasing a discounted ticket(s) you agree that the ticket(s) will only be used by a disabled person (as defined by the Equality Act 2010) and their companion.

Essential Companion Access Scheme discounted ticket(s) are applicable to all seats in a venue with the exception of premium seats. However they are subject to availability and may not be available for certain events. Discounts are not available on premium seats.

The Essential Companion Access Scheme is open to anyone who is restricted in their ability to access the services provided by The Sands Centre. We will require proof of eligibility to join the Essential Companion Access Scheme and further details can be found on the registration form. Customers who intentionally give false information will have their Essential Companion Access revoked and will be removed from the Essential Companion Access Scheme. We retain the right to review, amend or withdraw the Essential Companion Access Scheme at any time, revoke membership if the customer's eligibility changes and to require customers to re-apply for a new membership after review.

Any tickets purchased under the Essential Companion Access Scheme must be used by you and a companion who accompanies you to the performance. We reserve the right to check ticketholders' proof of eligibility at the venue and, in the event that valid proof of eligibility is not provided, refuse any such ticketholders admission to the venue or ask such ticketholders to leave the venue. We reserve the right to withdraw your membership or deny access if we reasonably suspect that you or your companion(s) are abusing the Essential Companion Access Scheme.

Membership will be valid for 18 months from the point of approval. After these 18 months anyone wishing to remain on the Essential Companion Access Scheme must re-apply.

Please note: Applications can take up to 10 working days to process, within this time you may be contacted for additional information. No applications will be processed during 1 hour prior to a performance start time. Once a decision has been reached on your

application you will be contacted. Please do not try to purchase tickets using your membership prior to notification from the Arts & Events Team.

If you have difficulty completing this form or would like more information, please contact the Box Office on 01228 633766 or email arts.events@gll.org and we will be pleased to assist.

Our standard terms and conditions of sale apply to all bookings, a full copy of which is available online at <http://www.thesandscentre.co.uk/Terms-and-Conditions>

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