

ACCESSIBLE TICKETS AND PERSONAL ASSISTANCE ADMISSIONS POLICY

“Event”	means any live music concerts held at the Venue.
“Music Plus Sport”	means Music Plus Sport Ltd, its representatives, servants, employees and sub-contractors.
“Venue”	means Kingsholm Stadium, Gloucester, GL1 3AX
"Ticket"	means a ticket which gains the holder admission to an Event.
“You”	means you or anybody who in Music Plus Sport’s reasonable opinion is acting with your authority or permission and "Your" shall be read accordingly in its role as promoter of the Event.
“PA”	means a Personal Assistant designated to accompany a disabled customer.

1. Accessible Tickets

An accessible viewing area is available at all concerts held at Kingsholm Stadium for disabled customers who are able to establish proof of eligibility.

Accessible Tickets cannot be purchased online. Accessible Tickets can only be purchased directly through Gloucester Rugby, by calling the Venue on 01452 872289 and asking for the Accessible Seating Co-ordinator.

Accessible Ticket prices start from £56 (including booking fee). A breakdown of the Ticket price is available below:

- £50 (face value of Ticket)
- £6 (12% booking fee – order processing costs)

2. Personal Assistant Admission

In accordance with the Venue’s obligations to make reasonable adjustments for disabled customers, the Venue is pleased to provide free admission to one accompanying PA in circumstances where a disabled customer would otherwise be at a substantial disadvantage without a PA. A Ticket for complimentary PA admission on Event days is available subject to the terms below.

Anyone arriving on the day of the Event that has not made prior arrangements will not be eligible for a free PA Ticket and full pricing will apply.

If You need a PA to attend the event the Venue offer a PA goes free scheme, once the Venue have registered Your eligibility.

Accessible Tickets, including PA Tickets, are not available to purchase online. To purchase Your Ticket the disabled customer should contact the Venue by telephone, by calling 01452 872289 and asking for the Accessible Seating Co-ordinator. Alternatively,

You can go to the Kingsholm Ticket Office in person during opening hours. At the time of booking the disabled customer should also apply for the PA Ticket.

Once You have applied for a PA Ticket, You will need to send required documents (as outlined below) along with your order number,

- by post to: Attn: Ticket Office, Gloucester Rugby, Kingsholm Stadium, Kingsholm Stadium, Gloucester GL1 3AX.
- or by email to: ticketoffice@gloucesterrugby.co.uk.

Once the Venue has received all the required documents and statement explaining why You need a PA, the Venue will then make a decision as to Your eligibility.

Bookings made through Ticketmaster, O2 or Gloucester Rugby websites cannot be exchanged for accessible Tickets.

The PA Ticket will be sent out in the post. Both the disabled customer and the PA must be present when entering the Venue. Both attendees must bring individual ID, along with their order number.

Please note: the PA must be able to provide You with appropriate assistance which might include:

- a) assisting You in moving around the Venue;
- b) helping You evacuate the Venue in the event of an emergency;
- c) accompanying and/or assisting You in using the Venue's toilets;
- d) assisting You in purchasing refreshments and food or using other services.

Given that the Event may sell out; You should apply for Your PA at the time of purchasing your entry Ticket. To avoid disappointment please be prompt when supplying Your documentation. The Venue is unable to accept applications requested less than 10 working days before the event. The Venue will be unable to supply PA Tickets once an Event has sold out.

Please note the Venue's PA Policy does not apply to customers with temporary impairments such as broken bones, healing wounds and women who are pregnant.

3. Personal Assistance Ticket Conditions

The complimentary admission Ticket provided to Your PA will carry the same conditions as the admission Ticket that you hold.

A PA is required to accompany a disabled customer at all times to ensure they are supported in the event of an emergency.

PA Tickets are strictly non-transferable.

4. Eligibility

The eligibility criteria for complimentary PA admissions are regularly reviewed and the Venue reserves the right to update them from time to time.

Currently those who receive one of the following benefits are eligible to apply for a complimentary PA Ticket:

- a) Disability Living Allowance (DLA);
- b) Attendance Allowance (AA);
- c) Personal Independence Payment (PIP); and
- d) Armed Forces Independence Payment (AFIP).
- e) Additionally, people who are Registered Blind are also eligible.

Please note that, in all cases, the Venue reserves the right at its sole discretion to refuse to accept an application or to request additional evidence if, in the Venue's opinion, there is reasonable doubt that the applicant would be at a substantial disadvantage if attending without a PA, given the accessibility facilities and services available at the Venue.

5. What Proof Of Eligibility Needs To Be Provided?

To prove eligibility, You will need to provide the following in respect of one the benefits referred to in (4) above:

- a) A copy of the awarding letter from DWP or statement confirming receipt of the allowance.
- b) Photo ID which matches the details of the recipient of the above, with date of birth.
- c) Statement of why You may need a PA to accompany You.
- d) Alternatively, if You are a Registered Blind Person then a photocopy of certification and matching photo ID is required.

Please note that a Blue Badge is not accepted as evidence of eligibility.

6. How Do I Apply?

Applications (including all proof) are to be made by telephoning the Venue at least ten working days in advance of the event day. Please call the Venue Ticket Office on 01452 872289 and ask for the Accessible Seating Co-ordinator.

Unfortunately given the demands on resources and staff on event days, assessment for complimentary PA entry is not available on the day.

7. Assistance Dogs

Assistance dogs are welcome to attend with their owners without additional charge subject to presentation, upon entry, of a valid identification document from Assistance Dogs (UK) or an equivalent international organisation. A separate Ticket is not required, however owners should notify the Venue by telephone on 01452 872289 in advance upon booking their Tickets so that any necessary arrangements can be made.

8. Collecting Personal Assistant Tickets

Unless specified at the time of booking in all cases the Tickets will be posted to the purchaser approximately four weeks prior to the date of the Event.

If You have requested to collect Tickets at the Venue, photo ID will be required for both the disabled customer and the PA, as well as the Ticket order number of the original purchase.

On the day of the Event both the disabled customer and the PA must be present when entering the Venue.

9. Accessible Viewing Area

The location of the accessible viewing area may change due to production and safety considerations. Please note that this area is not covered and it is recommended that customers dress appropriately for all weather conditions.