

Manchester Arena Access Scheme Form

Part 1: Process

To be eligible to receive a free personal assistant ticket when booking tickets for an event at Manchester Arena, you are required to submit the following form along with evidence of needing a personal assistant.

Submitting your form

Email your completed form to: accessibility@manchester-arena.com

Or, post your completed form to:

**Access Scheme
Manchester Arena
Victoria Station
Hunts Bank
Manchester
M3 1AR**

If you have any difficulty filling out this form or need this form in an alternative format, please contact a member of our accessibility team who will be pleased to assist you.

Telephone: 0161 950 5229

Text relay service via www.textrelay.org

Email: accessibility@manchester-arena.com

Submitting supporting documents

Both this registration form and proof of disability need to be received together. We ask that you:

- Scan the supporting evidence and attach it with your form if emailing
- Photocopy the supporting evidence and clip it to a printed form if posting

This helps to speed up the process considerably.

Please feel free to black-out any information that relates to amount of benefit paid or health conditions etc. that might be on any documents submitted. We will keep all submitted information secure and once we have reviewed your supporting evidence, we will immediately and securely destroy it.



Part 2: Personal Details

Event (If applicable):

Account Number:

Booking Contact Name:

Attendees name (If different):

If applicable please also confirm the reason for filling in this form on behalf of the attendee*:

Address:

Postcode:

Email:

Contact Number:

*We require all tickets to be booked under the name of the attendee.

Part 3: Information / Evidence

Supporting evidence is required so that the Manchester Arena Accessibility Team can issue personal assistant tickets free of charge.

Automatic Eligibility

A photocopy / scan of one of the following documents (dated within the past 12 months if DLA, PIP or Attendance Allowance) makes you automatically eligible



for a free personal assistant ticket. Please check the box next to the evidence you wish to submit:

Front page of Disability Living Allowance letter (no specific rate required)

Front page of Personal Independence Payment letter (no specific rate required)

Front page of Attendance Allowance letter (no specific rate required)

Evidence that registered severely sight impaired (blind)

Recognised Assistance Dog ID card

Credibility Access Card

None of the above (see below)

Statement (with option to send alternative evidence)

We recognise that the evidence above is not definitive. If you do not have any of the above evidence but wish to apply for a free personal assistant ticket, please use the box below to state why you require this service.

Please note we may share this information with the medical team to ascertain eligibility for free personal assistant tickets.



You are welcome to post or email copies of any additional evidence that supports your application if you have any, or contact us to discuss your application. Your application will be judged on a case-by-case basis. If you wish to submit any additional evidence to support your statement, please list it in the box below and attach it with your form:

Part 4: Access Requirements

Please outline your access requirements in the box below to ensure that you are allocated tickets that are suitable for your needs.

Part 5: Access Database

We would like to retain the above information for your convenience, so that you do not need to re-submit evidence every booking. If your application is successful, we can hold your data for a period of 3 years. You can then contact us to rebook access facilities without having to submit a form and evidence.



If you would be happy for us to retain the data submitted with this form, please tick this box:

Next Steps

Please submit this application as outlined in part one.

Once we have received your completed form and supporting evidence a member of the will be in touch to discuss your application and arrange payment for tickets if required.

If this is not received within the 14 day period we will cancel your tickets and release them for sale.

Terms and Conditions:

The access scheme is open to anyone who is restricted in their ability to access the services provided by Manchester Arena, as defined by the Equality Act 2010. By joining the access scheme you agree that the ticket(s) will only be used by the individual who has purchased accessible seating and his/her personal assistant as defined by the Equality Act 2010.

The scheme will be reviewed and checks will be carried out to ensure that individuals fulfil eligibility requirements. If your circumstances change in any way after you have registered for the scheme please contact us as soon as possible with your updated information.

Anyone who intentionally gives false information will be removed from the access database. Manchester Arena retains the right to amend access requirements on the access database if eligibility changes after review.

- Please tick this box to show that you have read the terms and conditions, which apply to this access scheme.

Data Protection:

All forms and supporting evidence will be securely destroyed once either the tickets have been booked or once the requirements have been added to the access database if applicable. The access database will also be encrypted and password protected on a need to know basis.

Please note that all collected data on the access database will automatically be deleted in 3 years of submission. We will not share your data with any third party organisations.



Privacy Policy:

SMG (UK) Ltd, on behalf of the Arena, has created this privacy statement in order to demonstrate our firm commitment to the privacy of the details that you provide us when using our services. When you use our services and/or this Site, you are consenting to the practices set forth in this Privacy Policy.

You can view our full Privacy Policy here: <https://www.smg-europe.com/privacy/>

