



Battle Proms Picnic Concerts

Disabled Access Information and Carer Ticket Application Form

Intro

In order to ensure that we are aware of the needs of our disabled patrons, and that the support provided through the complimentary carer ticket policy is not abused, we ask all customers who have indicated the need for a carer ticket to complete this form. The allocation of complimentary carer tickets is intended to assist those who would otherwise be unable to attend the concert.

We also kindly request that where possible you provide some form of supporting documentation eg. a scan / photocopy of your DLA entitlement (feel free to cross out reference numbers and amounts). Priority for carer tickets is given to customers who receive the medium rates of DLA for Care and/or mobility or for those who are deaf or registered blind, but every application is considered and processed on an individual basis.

The details provided will be kept secure and treated confidentially, and will be used only for the purposes of processing your application. Forms and documentation will be destroyed following the event.

What to do next

Please book the rest of your party's tickets before completing this form. Please then return this completed form to -

E-mail: info@battleproms.com

Post: Battle Proms Concerts, Village Farm, Allensmore, Hereford, HR2 9AF

Applications should be made as soon as possible following your ticket purchase, and no later than 2 weeks before the concert. If the application is made too late we may not be able to process your complimentary carer ticket. Carer tickets cannot be processed for tickets purchased at the gate. Upon receipt of your application we will contact you with our decision within 2 weeks. If you have not heard from us within 2 weeks please e-mail info@battleproms.com ; it is possible that we may not have received your application.

APPLICANT INFORMATION

Name:

Address:

Telephone Number:

E-mail:

Chosen concert venue and date:

Booking reference (the first 7 digits of your ticket numbers):

Will you be bringing a wheelchair to the concert?

Will you require use of the disabled car park?

(n.b. This is to give us an indication of numbers; spaces in the disabled car park do **not** need to be pre-booked)

Do you require a carer ticket?

Please provide a brief outline of your specific needs:

Please confirm what supporting documentation you have provided:

Please give the name of your carer:

Disabled Access Information

Parking

Disabled parking areas are provided at all venues, and are positioned as close to the entrance as practical constraints allow. Use of this facility does not need to be booked in advance. Priority will be given to Blue Badge Holders but those with temporary conditions such as broken legs and the elderly, frail or pregnant may also make use of this facility. Please ensure that your Blue Badge is displayed clearly in your windscreen and follow the signs for disabled parking on the day.

Toilets

Large disabled access toilets are sited within the auditorium and are easy to reach. These are temporary 'portaloos' style facilities.

Access

The Battle Proms Concerts are all held on open air grass arenas which usually have little or no hard-standing or pathways. The concert will go ahead in wet conditions and we ask all audience members to come prepared for the unpredictable British weather! Generally the arenas are flat, and are very well kept areas of the estates. While we do our best to ensure the disabled car parking, entrance and toilets are as accessible as possible, the ground conditions will inevitably vary according to the weather during and prior to the event. Stewards are positioned throughout the auditorium and will assist where they can if necessary. We have been running the Battle Proms at various venues over the last 17 years and have never experienced issues with wheelchair access.

Viewing

Given the 'picnic' nature of the concert, the audience at the Battle Proms are all seated and therefore wheelchair users are able to view the concert just as well as the rest of the crowd. For this reason, we do not provide a viewing platform as seen at large music gigs and festivals. All audience members are welcome to move around the auditorium as they wish in order to gain a closer view of certain elements such as the cannons and cavalry. There will also be a large screen next to the stage which will be showing close-ups of all the entertainments.

Medical services and on-site welfare

There will be qualified paramedics and emergency vehicles present throughout the event and also whilst concert-goers are arriving and leaving. On arrival please familiarise yourself with their position on site.

Please note that there are some very loud elements to the entertainments (more so than a regular firework concert as the cannons are at ground level) and those who are sensitive to loud bangs may find this difficult.

Deaf or blind concert-goers

Assistance dogs are permitted at the concert, but again please be aware of the volume and the bangs that may be disturbing to them. The Battle Proms is intended to be a multi-sensory experience. Whereas a concert in a concert hall is all about listening to the music, at the Battle Proms you can hear the sublime music, smell the gunpowder, see the fireworks and the Spitfire, taste a delicious picnic, feel the ground shake and generally soak up the atmosphere and excitement. We hope that all concert-goers take something special away with them, despite any disabilities they have.