



Battle Proms Picnic Concerts

Disabled Access Information and Carer / Personal Assistant Ticket Application Form

Intro

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

We also kindly request that where possible you provide some form of supporting documentation This could be a scan or photocopy (or even a picture taken on your mobile) of your DLA / PIP entitlement letter, or CredAbility Access Card. Feel free to cross out any information that relates to reference numbers, amount of benefit paid or health conditions etc.

Priority for carer / PA tickets is given to customers who are:

- In receipt of middle or higher rate DLA for care and/or mobility
- In receipt of Personal Independence Payment
- Deaf or registered blind

However, 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.

N.b. If you have previously booked a carer / PA ticket with us using this process then you will not be required to complete the form again. Please [contact us](#) with your details so that we can access your previous sales record. This will be sufficient evidence for repeat bookers.

What to do next

Please book the rest of your party's tickets before completing this form. Please then return this completed form, together with your supporting documentation, 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 / PA ticket. Carer / PA 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 to check that we have received your application.

If you have any issues or queries during the event please see staff at the Info Point on site.

Carer / Personal Assistant Ticket Application Form

Applicant Name:

Address:

Telephone Number:

E-mail:

Concert venue / date:

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

Will you be bringing a wheelchair to the concert?

**Blue Badge holders may use the Disabled Car Park. If you do not have a Blue Badge but still require access to the Disabled Car Park we can send you a temporary disabled parking permit for the concert (see details below.)
Do you require a temporary disabled parking permit?**

Please confirm what supporting documentation you have provided alongside this application:

We recognise that the evidence above is not definitive. If you do not have any of the requested evidence but wish to apply for carer / PA ticket, use the box below to state why this is required:

Parking

Disabled parking areas for Blue Badge Holders are provided on site at all venues, and are positioned as close to the concert entrance as practical constraints allow (between approx. 20-100 metres.) Use of this facility does not need to be booked in advance. Please just ensure that your Blue Badge is displayed clearly in your windscreen and follow the signs for Disabled Parking on the day.

If you do not have a Blue Badge but you need to use the disabled car park because you or a party member in your vehicle has a temporary impairment or is pregnant, elderly, frail etc, then it is possible to arrange a disabled parking permit for the concert. This must be organised in advance using the relevant section of the form above.

Toilets

Large wheelchair access toilets are sited within the auditorium and are easy to reach. These are temporary 'portaloo' style plastic units.

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 20 years and have never experienced issues with wheelchair access. If you have any issues or queries during the event please see staff at the Info Point on site.

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.

Pyrotechnics

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 challenging. A detailed schedule of when explosives and pyrotechnics will occur is available in advance by [contacting us](#), or at the Info Point on site at the event.

Queuing / crowds

With several thousand people in attendance (normally between 6-10,000), there will inevitably be periods when you are part of a queue. If you feel that someone in your party would be sensitive to this sort of situation please call us to discuss this and we will do our best to accommodate your needs.

We are careful to limit capacity in order that the concert arena is comfortable and not overcrowded. Please view our gallery to get a feel for how the crowd is seated and distributed on site and whether this would be suitable for all members of your party.

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.