

AO Arena Access Scheme Form

Part 1: Process

To receive a complimentary personal assistant ticket for events at AO Arena, you are required to submit the following form along with supporting documentation, outlining the need for a personal assistant.

Submitting your form

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

Or post your completed form to:

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

If you require assistance filling out this form or require this form in an alternative format, please contact a member of our accessibility team who will happily assist you.

Telephone: 0161 950 5229

Text relay service via www.textrelay.org

Email: accessibility@ao-arena.com

Submitting supporting documents

To ensure your registration is actioned efficiently, both this registration form and supporting documentation need to be submitted together. We ask that you:

- If emailing - scan the supporting documentation and attach it with your form.
- If posting - photocopy the supporting documentation and clip it to a printed form.

Please feel free to conceal any information that relates to financial or medical information that is not relevant to your registration. Your submitted information will be

secure whilst your supporting documentation is under review and will be securely destroyed.

Please ensure all below information is completed in full and any boxes are ticked where required. Any missing information on the accessibility form may delay the process of an application.

Part 2: Personal Details

Event (If applicable):

Booking reference:

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 / Supporting Documentation

Supporting documentation is required so that the AO Arena Accessibility Team can issue complimentary personal assistant tickets.

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 complimentary personal assistant ticket.

Please tick 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)

Documentation that notifies registration of severe sight impairment (blind)

Recognised Assistance Dog ID card

Credibility Access Card

None of the above (see below)

Statement (with option to send alternative documentation)

We recognise that the supporting documentation above is not definitive. If you do not have any of the above documents but wish to apply for a complimentary 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 personal assistant tickets.

You are welcome to post or email copies of any additional documentation that supports your application. Applications are reviewed on a case-by-case basis. If you wish to submit any additional documentation 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 documentation every booking. If your application is successful, we can hold your data for a period of 3 years. Within this period, you can contact us to book accessibility tickets without the need to re-submit a form and documentation.

If you would be happy for us to retain the data submitted within this form, please write your acknowledgment below by writing yes or no –

Next Steps:

Please submit this application as outlined in part one.

Once the team have received your completed form and supporting documentation it can take up to 28 working days to process. The team will contact you once your form has been processed or if the team requires any further information.

If your completed form and supporting documentation is not returned within the 14-day period, we may 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 AO 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 their personal assistant as defined by the Equality Act 2010. In the interests of fairness for all signed up to our accessibility scheme, we may carry out spot-checks to ensure that tickets are being used solely by our registered accessibility customers.

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. AO Arena retains the right to amend access requirements on the access database if eligibility changes after review.

Please write your acknowledgment below that you have read the terms and conditions, which apply to this access scheme.

Data Protection:

All forms and supporting documentation 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:

ASM Global, 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://asmglobal.com/p/other/gdpr-compliance>