

Access Scheme Application Form

Customer Accessibility Information Form

About this form

Completing this form will help us to help you book the most appropriate seats for you to enjoy concerts and events at Town Hall and Symphony Hall, Birmingham. Please Note: completing this form on its own does not constitute booking any tickets, and it does not guarantee availability of appropriate seating, parking or admittance to any events or concerts. Full details of our Access Scheme can be found on our website: www.bmusic.co.uk/your-visit/accessibility-information.

Please complete this form before placing your next booking

Once we have received your form, we will let you know by your preferred contact method, and you will be able to book Access Scheme tickets. We aim to process forms as quickly as possible, however it can take up to 3 working days during peak periods.

Your Details

Please provide this information so that we can update your details on our system. You can review our privacy policy by visiting our website: www.bmusic.co.uk/this-website/privacy-policy.

Are you completing this form on behalf of someone else?

If yes, please provide your own details below

Yes:

No:

Name of person completing the form on behalf of someone else

(first name)

(surname)

Landline Phone Number of person completing the form

Mobile Phone Number of person completing the form

Email of person completing the form

Please confirm that you have permission from the person named below to complete this form on their behalf

Yes:

Name of person applying to join the Access Scheme

(first name)

(surname)

Landline Phone Number of person applying to join the Access Scheme

Mobile Phone Number of person applying to join the Access Scheme

Email of person applying to join the Access Scheme

Address applying to join the Access Scheme

Street Address: _____

Town: _____

County: _____

Postcode: _____

How do you prefer to be contacted? (please tick all that apply)

by landline phone

by mobile phone

by email

via the person completing this form on my behalf (as above)

via someone else (see below)

Do you require someone else to be able to book tickets on your behalf?

Yes - the person completing this form on my behalf (as detailed above)

Yes- someone else (please provide authorised person's details below)

No, I will book for myself

Please confirm that you have permission from the below named to provide these contact details:

Yes:

Name of person authorised to book on your behalf

(first name)

(surname)

Landline Phone Number of person authorised to book on your behalf

Mobile Phone Number of person authorised to book on your behalf

Email of person authorised to book on your behalf

Access Card Holders

B:Music are pleased to accept the Access Card (sometimes referred to as the CredAbility Card or a Nimbus Card) from Nimbus Disability. If you are an Access Card Holder please provide your card number and we will update your B:Music account with the relevant information. Further information about the Nimbus Disability Access Card can be found on the dedicated website www.accesscard.online



If you have an Access Card via Nimbus, please provide your Access Card number:

Your Access Requirements

Please provide as much information as you are comfortable with so that we can help you to find the most appropriate seats and provide any assistance when you visit us.

We may be able to provide a complimentary essential companion ticket if you need substantial, significant or frequent, support in excess of what could be reasonably expected of family/friends already accompanying you, directly related to your needs.

Do you need to bring an essential companion to be able to attend events at our venues? (skip if Access Card holder)

Yes: No:

Do you need to bring an assistance animal to be able to attend events at our venues? (skip if Access Card holder)

Yes: No:

Is standing or queuing for long substantially difficult for you? (skip if Access Card holder)

Yes: No:

Tell us about where you need to be seated. We will do our best to help you find somewhere appropriate, however seating is always subject to availability at time of booking, and due to the layouts of the venues, some combinations might not be possible (for example we cannot seat you near an exit and near to the stage in Symphony Hall stalls).

Will you be using a wheelchair to attend?

I will use a manual or transit wheelchair (self-propelled or attendant propelled)

I will use an electric or powered wheelchair

I will not be using a wheelchair

If you will be using a wheelchair larger than 70cm/28" wide by 115cm/46" long, please tick this box

Do you need or prefer to remain in your wheelchair, or would you like to transfer to a seat? (subject to suitable seating being available)

I need/prefer to...

...transfer to a seat

...remain in my wheelchair

Do you need level access to your seat? (please select one option)

I need access...

...with no steps

...with few steps

I do not need level access

What are your seating requirements? (subject to availability, please select all that apply)

I need to be seated...

...near an exit

...near the stage

...with the stage to my left

...with the stage to my right

...at the end of row (aisle on my left)

...at the end of row (aisle on my right)

... appropriately for urgent access to toilet facilities

Audio & Hearing - Please let us know about your hearing requirements:

I have difficulty accessing or processing audible information

I would like to use the infra-red hearing enhancement system at Symphony Hall

I would like to use the induction loop hearing enhancement system at Town Hall

I would like to use captions (where available)

I would like to use a BSL interpreter (where available)

I have no specific audio or hearing related requirements

Visual & Sight - Please let us know about your sight requirements:

I have difficulty accessing or processing visual information

I need to know about flashing or strobe lighting (photo sensitivity)

I would like to use Audio Description (where available)

I have no specific visual or sight related requirements

If you have any other access requirements, please tell us about them here:

Accessible Parking

At Symphony Hall we have limited accessible parking that is free to book for main hall events. This facility is available to Blue Badge holders on B:Music's Access Scheme, must be booked in advance of the day of performance, is subject to availability and allocated on a first-come, first served basis. We recommend that parking is booked at the same time as your tickets to an event. If you would like to be able to book Blue Badge parking at Symphony Hall please provide the following details:

Blue Badge Number: _____

Vehicle Registration _____

Data Protection

B:Music is committed to protecting your privacy. Any information we collect from you will be used in accordance with, the Privacy and Electronic Communications Regulations 2003 (PECR), the Data Protection Act 1998 (DPA) and any replacement laws, and from May 2018, the General Data Protection Regulation (GDPR). To read our full Data Promise, please visit our website: www.bmusic.co.uk/this-website/data-promise.

In order for us to process your Access Scheme Application, that you are happy for us to contact you using the information provided in this form and agree to our full Terms & Conditions, Disclaimer and Data Promise, available on our website:

www.bmusic.co.uk/this-website/terms-and-conditions.

Please tick this box to confirm

Once completed, please return this form to us via any of the following:

By Email: boxoffice@bmusic.co.uk

In Person at our Box Office counters:

Symphony Hall / B:Eats Monday to Saturday 11am-4pm (later for evening performances)
Sundays and Bank Holidays - open for performances only

Town Hall Open for performances only

By Post: Box Office & Ticketing,
B:Music,
Symphony Hall,
8 Centenary Square,
Birmingham, B1 2EA.