

# Registration for Personal Assistant ticket

The **ACC** Liverpool Group

(Disabled Customer Details)

**Please complete this form in BLOCK LETTERS and return it to us to register for the Personal Assistant Ticket scheme.**

Title: ..... Forename(s) ..... Surname: .....

Postal address: .....

Post Code: ..... Daytime telephone number: .....

Email address: ..... Customer number (if known): .....

**Please include the following:**

**(Do not send original documentation as we cannot guarantee their return):**

- A copy of one form of **photo ID** (such as a driving licence or passport)

**and**

- A copy of **one** of the following
  - Department of Work & Pensions letter confirming my Disability Living Allowance or PIP
  - Department of Work & Pensions letter confirming my Attendance Allowance status
  - Department of Work & Pensions letter confirming my Personal Independence Allowance
  - A Certificate of Visual Impairment
  - Official / Documented evidence that I am registered as severely sight impaired (blind)
  - UK-recognised identification for my Assistance Dog

**Please ensure that you read and understand the Terms and Conditions of Use on the reverse.**

**By signing, dating and returning this form to ACC Liverpool you confirm all details are correct and you accept the Terms and Conditions of Use.**

**We will process your application within 28 days of receipt and let you know the outcome of your registration. Should we require any further information we will contact you as soon as possible.**

Signature: .....

Name: .....

Date: .....

**OFFICE USE ONLY**

Date Received: .....

Date Accepted: .....

Customer Number: .....

If you have any difficulty filling out this form, or have any queries please call M&S Bank Arena Liverpool Box Office on 0344 3350437, email us at [accessibility@accliverpool.com](mailto:accessibility@accliverpool.com) or write to us at the address below.

**ACC Liverpool Box Office  
Accessibility Department  
M&S Bank Arena Liverpool  
Kings Dock  
Liverpool Waterfront  
L3 4FP**

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ACC Liverpool will abide by the principles of the Data Protection Act (DPA) 1998 and ensure that the data you provide is used for no other purpose and is not disclosed to a third party unless required to do so by law for the prevention of crime and the detection of fraud.

## Registration for Personal Assistant ticket

### Terms and Conditions of Use

Unless requirements dictate otherwise, and subject to authorisation from the promoter, ACC Liverpool offers **one (1)** seat at the full ticketed face value for **one (1)** Personal Assistant / Carer per disabled visitor at no charge to the eligible party, subject to Venue and ticketing Terms and Conditions of Use.

Personal Assistant tickets are provided solely for the companions of the identified registered ticket purchaser and will be used only by a disabled person and his/her companion as defined by the Equality Act 2010.

Where made available by the independent tour promoter, Personal Assistant tickets will be limited in number and therefore subject to availability.

Registering with us does not guarantee seats, and we strongly recommend purchasing your tickets early to avoid disappointment.

### **Eligibility**

Registration is open to anyone who is restricted in their ability to access the services provided in M&S Bank Arena Liverpool's venues, as defined by the Equality Act 2010.

The Personal Assistant who is entitled to the additional ticket will be required to agree to and sign a Declaration of Personal Assistant Capability form prior to the event to confirm that they are fully capable of providing you with the necessary support that you require for the event. If not completed and returned before the event a copy will be available at the box office where your tickets for the event can be collected after completion.

### **Membership**

Membership of the scheme is subject to you providing the evidence as described on the registration form. This scheme will be reviewed periodically to ensure that members fulfil eligibility requirements, and that any documents are valid and up to date. If circumstances change that affect your eligibility for the scheme, you should contact ACC Liverpool to provide any updated details.

If ACC Liverpool staff have any reason to believe that the use of your ticket/s is in breach of this document, our Terms and Conditions of Entry and/or Ticket Conditions of Sale, ACC Liverpool will reserve the right to cancel or suspend (for a time determined by Management) your membership.

ACC Liverpool also reserves the right to cancel or suspend (for a time determined by Management) your registration in any instance where false, misleading, or otherwise incorrect information is provided in the application. Where possible, notification of any changes to this scheme will be made available to customers, however, ACC Liverpool strongly recommends reviewing the website [www.mandsbankarena.com](http://www.mandsbankarena.com) or [www.accliverpool.com](http://www.accliverpool.com), to be kept up to date with any changes. Further information of the accessibility facilities available at both ACC Liverpool and M&S Bank Arena Liverpool can also be found on these websites.

You agree to your details being kept on file for administrative purposes, and to ensure you do not have to reapply for each event you wish to attend.