

# THE CONCORDE

DINE • DANCE • DREAM

Dear Members and Guests

We are making some important changes to the way we deal with cancellations and refunds plus tickets for disability carers for our entertainment events and wanted to let you know how this will affect your bookings.

## **CANCELLATIONS/REFUNDS**

Up until now we have offered refunds for tickets by way of a Gift Certificate minus an admin fee but due to increased costs and very often last minute cancellations we have reviewed our cancellation policy in line with other live music and entertainment venues.

For any new bookings from **1 MAY 2024**, a cancellation will be accepted up until **24 hours** before the start time of an event. A Gift Certificate will then be issued for fifty per cent of the original ticket price, which can be used for another event or service at The Concorde. (Please note, if a booking fee has been applied to a purchase this will remain non-refundable as per the current system).

Any existing bookings, or bookings made before this date, will be honoured with the current system by way of a Gift Certificate minus an admin fee.

## **ESSENTIAL COMPANION SCHEME (ECS)**

Under our current system we have found it increasingly difficult to monitor who qualifies for a 'carer's ticket' and will therefore be changing how we operate this, in line with other live music and entertainment venues.

As from **1 MAY 2024** we will be introducing an ECS. These tickets are intended for customers requiring additional support due to disability-related needs, significant and more than what could be reasonably expected of family or friend accompanying them.

The ECS will be open to customers with any disability, as defined by the Equality Act (2010) and the Essential Companion must be over the age of 18 years. These tickets can only be purchased over the telephone (regret they will not be bookable on line) and will be half the price of the entrance ticket being purchased by the customer requiring additional support.

To register for this facility please email [reception@theconcordeclub.com](mailto:reception@theconcordeclub.com) We will ask for details of your access requirements and proof of eligibility. Once registered, the member/guest will not need to register for each subsequent booking, but should make us aware if the circumstances change.

The document must clearly belong to you and identify that you have a disability as defined by the Equality Act.

Proof of eligibility documents we can accept:

- Hynt Card
- CEA Card
- UK Disabled ID Card / DID Card
- National Rail Disabled Persons Railcard
- Disabled Person's Freedom Pass
- Local travel passes for disabled customers
- Blue Badge (both sides)
- Certificate of Visual Impairment or Dual Sensory Impairment
- Official confirmation in writing that you are Deaf or use a hearing aid, such as a battery prescription
- Assistance Dog ID Book
- Evidence of receipt of government benefits for reasons of disability, which could include:
  - Front page of Disability Living Allowance at any rate
  - Front page of Personal Independence Payments (PIP) at any rate
  - War Disablement Pension or War Pensioner's Mobility Allowance
  - AFIP (Armed Forces Independence Payment)
  - Continuing Healthcare Package letter
  - Employment and Support Allowance or Severe Disablement Allowance letter
  - Attendance Allowance letter
  - Direct Payments award for reasons of disability
  - Social Care Package award for reasons of disability
  - An official, signed document or letter from a GP, social worker, nurse or other medical professional confirming a disability as defined by the Equality Act (2010)
  - An equivalent international document or ID card.

Without this information we regret we cannot add you to our register.

Please note, any existing bookings or bookings made before 1 May 2024 will be honoured via our current system.

Thank you for your understanding in helping us to revise our policies.

We'd like to take this opportunity to thank you for your continued support and as always will strive to bring you the very best in entertainment.

MARCH 2024