



BRIGHTON & HOVE
LGBT
COMMUNITY
SAFETY FORUM

www.lgbt-help.com

Personal Assistant Tickets at Pride

The LGBT Community Safety Forum & Accessibility Matters believe Deaf & Disabled people should be able to apply for an extra ticket, free of charge, if they would be unable to attend Pride without the active support of another person.

Reasoning

Disabled customers support needs frequently involve 1:1 support at all times, but these are far more likely to be focussed on specific aspects of a visit to a venue, such as travel, interacting with staff, eating and drinking, being within a crowd, navigation and travel around a building or using the toilet facilities.

By implementing a policy that allows Deaf and Disabled people to be accompanied by a Personal Assistant free of charge, Brighton Pride are ensuring that access requirements can be met without further cost to their disabled customers.

An individual making use of a Personal Assistant at Pride does so in order to facilitate an equal experience, and waiving the charge of their attendance is thus an appropriate and reasonable adjustment on behalf of the Pride organisers when seeking to comply with the Equality Act 2010.

We promote the use of the term 'Personal Assistant' in relation to providing free tickets to a customer who requires assistance at Pride, as is a neutral phrase that can apply to forms of personal support.

In contrast, sole use of the term 'Carer' does not reflect the reality of the majority of people who do not require personal care assistance. 'Personal Assistance' is also far more appropriate for a Deaf person wishing to make use of a Communication Support Assistant.

Eligibility

In order to issue a Personal Assistant ticket we will need evidence of the following proof of the following

- Receipt of your purchased ticket (please email your confirmation of purchase from Ticketscript to access@lgbt-help.com)
- and evidence of one of the following
- Front page of DLA / PIP (no specific rate)
- Front page of Attendance Allowance letter (no specific rate)
- Evidence you are registered severely sight impaired (blind)
- Recognised Assistance Dog ID card

If you have any queries regarding the above list or wish to talk to us about other forms of evidence please email access@lgbt-help.com or call **01273 855620 Opt 3**



Brighton & Hove LGBT Community Safety Forum
Elected Volunteer Chair - Mr Billie Lewis
Elected Volunteer Secretary - Mrs Maria Baker
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