

PERSONAL ASSISTANT APPLICATION

2026 EVENTS

As part of our commitment to making events accessible, we are pleased to offer **one complimentary Personal Assistant (PA) ticket** for eligible customers who require essential support to attend.

HOW THE SCHEME WORKS

- ⇒ A PA ticket is provided **free of charge** alongside a full-price ticket purchased by an eligible customer.
- ⇒ The PA ticket is issued to enable your assistant or carer to attend with you and provide the support you need during the event.
- ⇒ Applications are assessed individually to ensure fair and consistent access.
- ⇒ Applicants that are under 16 years of age and qualify for the scheme will have their tickets refunded and converted to a child's complimentary ticket.

ELIGIBILITY CRITERIA

To apply for a PA ticket, you will need to provide:

- ⇒ Confirmation of most recent **Higher Rate of Mobility – DLA**
- ⇒ Receipt of **Personal Independence Payment (PIP)** – Daily Living Component at the Enhanced Rate for Care and/or Mobility
- ⇒ Certification of being **registered blind or partially sighted**
- ⇒ **Access Card with the +1 symbol, Plus** One of the above supporting documents

IMPORTANT NOTES

Consistency & Transparency – All applications are assessed using the same published criteria.

Fairness – If you do not receive PIP/DLA but can demonstrate a genuine need, we encourage you to provide alternative evidence (e.g., GP letter, local authority support documents, or equivalent medical evidence). These will be reviewed on a case-by-case basis.

Discretionary Benefit – PA tickets are provided as a discretionary adjustment to improve accessibility. While not a legal requirement, we are committed to ensuring customers who need support are able to attend.

Equality Act 2010 – We apply our policy consistently to avoid discrimination and to ensure reasonable adjustments are considered where appropriate.

All applications should be received within 7 days from purchasing tickets.

Please make sure that all details and documents are provided in full, as incomplete applications may take longer to process.

All applications should be submitted under the applicant's account or their companion/guardian's account.

COMPLETE THE FORM

Applicant Name

Personal Assistant Name

Address

Postcode

Contact Number

Email Address

We want to ensure we provide the best possible service to all our customers, and we understand that everyone has unique requirements. Your personal information will remain confidential, and it will only be used to improve our services. By learning more about your disabilities, we can better understand your requirements and explore potential ways to enhance your experience and address your needs to the best of our abilities for the future.

Do you require the services of a BSL interpreter?

Yes

No

Email this completed application form along with your supporting documents to:

accessibility@silverstone.co.uk