



# Scottish Community Drama

## Essential Companion Ticket Policy

### 1. Policy Statement

SCDA is committed to providing an inclusive, welcoming and accessible environment. We recognise our legal obligations under the Equality Act 2010 to make reasonable adjustments for disabled people to ensure they are not placed at a substantial disadvantage when accessing our performances

Where a disabled person requires the assistance of another person to attend one of our own events we will offer a complimentary companion ticket, subject to the terms of this policy.

Our aim is to remove barriers to participation while treating everyone with dignity, fairness and respect.

### 2. Scope

This policy applies to all events organised by SCDA at National, Divisional and District levels unless otherwise stated.

Where an event is hosted by a third party, we will work with the venue to honour this policy wherever reasonably practicable. Any exceptions will be clearly communicated before booking.

We encourage all our member clubs to adopt a similar policy.

SCDA cannot guarantee unlimited access for all of its events. Allocation of complimentary places will be determined by the capacity for each event and availability within the venue that is being used.

### **3. Eligibility**

Eligibility is based on the customer's need for support, rather than on a specific diagnosis or type of disability. A complimentary companion ticket will be offered where a disabled person requires the support of another individual:

- To access the venue
- To communicate effectively
- To navigate the venue
- To manage a medical condition
- To receive personal care or practical assistance, or
- To remain safe during their visit.

For the purposes of this policy, disability has the meaning given by the Equality Act 2010.

### **4. Evidence**

SCDA seeks to make the application process for a complimentary companion ticket straightforward and proportionate. We will not routinely require customers to disclose detailed medical information.

Where evidence is requested, one of the following may be accepted:

- Recognised Companion Card (where applicable).
- Evidence of receipt of disability-related benefits, including:
  - Personal Independence Payment (PIP)
  - Disability Living Allowance (DLA)
  - Attendance Allowance
  - Adult Disability Payment (Scotland)
  - Child Disability Payment (Scotland)
- Registration as severely sight impaired or sight impaired.
- A Blue Badge (where appropriate).
- A letter from a healthcare professional or support organisation.
- An Access Card showing the requirement for a companion.
- Other reasonable evidence demonstrating the need for a companion.

Where a person cannot provide documentary evidence, we will consider individual circumstances and may accept a self-declaration where appropriate.

## **5. Companion Ticket Entitlement**

Eligible customers are entitled to one complimentary companion ticket.

The companion ticket:

- Wherever possible, must be booked at the same time as the eligible customer's ticket
- Must be booked in line with the venue's policy for companion tickets
- Is valid only when accompanying the eligible customer
- Cannot be transferred independently
- Has no cash value.

The companion should be capable of providing the assistance required throughout the visit.

## **6. Booking**

Customers should contact the organisers before booking to discuss access requirements.

## **7. Seating and Accessibility**

SCDA will make reasonable efforts to ensure that:

- The companion is seated alongside the disabled customer
- Accessible seating is available where required
- Customers can access appropriate facilities including accessible toilets, hearing enhancement systems and step-free routes where available

If operational or safety reasons prevent a requested seating arrangement, staff will discuss suitable alternatives with the customer.

Availability and type of accessible tickets will vary based on each venue's policies and/or the type of event taking place

## **8. Reasonable Adjustments**

A companion ticket is one of several reasonable adjustments that may be available.

Customers may also request additional adjustments, including but not limited to:

- Wheelchair spaces
- Transfer seating
- Assistance from Theatre staff where appropriate

Requests will be considered individually in accordance with the Equality Act 2010.

## **9. Misuse**

SCDA reserves the right to refuse or withdraw a companion ticket where there is reasonable evidence that the scheme is being deliberately misused.

Any decision will be made fairly, proportionately and without discrimination.

## **10. Privacy**

Information provided in support of a companion ticket application will be processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information will be used only for the purposes of administering access arrangements and will be handled confidentially.

## **11. Complaints**

If a customer is dissatisfied with a decision made under this policy, they may request that it is reviewed by the SCDA National Executive Committee via email to [hq@drama.scot](mailto:hq@drama.scot)

Complaints will be handled promptly, fairly and in accordance with the SCDA's complaints procedure.

## **12. Policy Review**

This policy will be reviewed every five years, or sooner if required by changes in legislation or recognised best practice.

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**Policy Owner:** SCDA

**Approved By:** \_\_\_\_\_

**Approval Date:** \_\_\_\_\_

**Review Date:** \_\_\_\_\_