

# Arts Access: Client Information

## **About the Service**

Artlink's Arts Access service is available to you if you have difficulty getting out and about to arts events and venues. This could be because you use a wheelchair or have other physical disabilities, a sensory impairment, learning difficulty, mental health problem, or are elderly. We offer a door to door service providing you with a volunteer driver and companion for each outing you book.

## **Booking**

You phone in with a request and Artlink arranges the whole outing, booking your tickets, making sure the seats fit your particular requirements, organising transport and finding a volunteer with similar interests to your own.

## **Costs**

There is an annual membership fee of £13.00. You will be invoiced for the cost of your own tickets and an administrative fee of £3 per outing. Artlink will always get you the best available concessionary rate tickets. Artlink pays for the volunteer's ticket and reimburses travel expenses.

## **What's On**

The Artlink office keeps you up-to-date with "what's on" and will send you an events newsletter four times a year. We can also provide you with up-to-date information on the accessibility of venues.

## **Volunteers**

Our volunteers come from many different backgrounds, ranging from those in their early 20s up to retired people who have leisure time available. All our volunteers are interviewed, have to provide references, are Disclosure (Criminal Record) checked and receive training before accompanying you to an arts event.

## **Availability**

Please note that due to high demand Arts Access has a waiting list.

## **Contact**

If you would like more information about joining Arts Access, please contact the Artlink Office on 0131 229 3555 (option 1) or email: [info@artlinkedinburgh.co.uk](mailto:info@artlinkedinburgh.co.uk)  
Artlink, 13a Spittal Street, Edinburgh EH3 9DY  
Website: [www.artlinkedinburgh.co.uk](http://www.artlinkedinburgh.co.uk)

## Arts Access: Client Application Form

|         |               |
|---------|---------------|
| Name    | Date of Birth |
| Address | Tel (day)     |
|         | Tel (evening) |
|         | Mobile        |
|         | Email         |

It is important that we have a local emergency contact name and telephone number to give to our volunteers should there be a problem during an outing.

|      |        |
|------|--------|
| Name | Number |
|------|--------|

What is your disability?

|  |       |
|--|-------|
| Do you use a wheelchair?   | Y / N |
| Can you get into an average sized car?                                       | Y / N |
| Do you prefer to transfer from your wheelchair to a seat, once at the venue? | Y / N |
| Do you require adapted toilet facilities?                                    | Y / N |
| Do you have difficulty hearing?  | Y / N |
| Do you have difficulty seeing?   | Y / N |
| Do you have your own Blue Badge for parking?                                 | Y / N |

Which seats do you prefer us to book?  
(e.g. front stalls, back stalls, within the loop system, end of row, etc.)

Entertainment likes

Is there anything else we should know to help make your outing more enjoyable?

And finally, where did you hear about Artlink?

### **Data Protection Act 1998**

In line with the Data Protection Act Artlink is seeking your informed consent to hold your personal details on our database and where necessary to share this information with our volunteers to ensure your outings are enjoyable. We will from time to time send you information about Artlink events and related activities.

Please sign below

date

May we also pass on your details to theatre mailing lists? Y / N

### **Disclosure Checking of Volunteers**

Having sought advice from Disclosure Scotland formal Criminal Record checks of all Arts Access volunteers will be undertaken.

### **Please return this form to:**

Artlink, 13a Spittal Street, Edinburgh EH3 9DY

Telephone: 0131 229 3555 Email: [sally@artlinkedinburgh.co.uk](mailto:sally@artlinkedinburgh.co.uk)

Website: [www.artlinkedinburgh.co.uk](http://www.artlinkedinburgh.co.uk)

Please note that we have a long waiting list. We will contact you when we can start booking outings for you. **Please do not send any money until we contact you.**