

Carer Ticket Policy

Definitions for the purpose of this document

- 1) 'Carer' – A person providing care for a 'Visitor' who is attending the 'Event'.
- 2) 'Visitor' – A person requiring a Carer to aid their attendance at the event.
- 3) 'Event' – An Event held at Bawdon Lodge Farm with the option of a Free Carer Ticket.

For verification, please confirm ONE of the following forms of documentation:

- Entitlement to Disability Living Allowance for children under 16 or DLA/Personal Independent Payments (PIP) for those aged 16-64, either in the form of a letter stating that the benefit has been awarded, or the actual Allowance book:
- Attendance Allowance or Carer's Allowance letter of award
- Incapacity Benefit books, or a letter notifying the recipient that the benefit has been awarded
- Incapacity Benefit or Employment and Support Allowance (ESA)
- A valid Blue Badge
- In the case of visual impairment, a registration card known as the BD8 or a Certificate of Visual Impairment (CVI)
- A local authority registration document which is local to the attraction where it is being submitted
- A recognised Assistance Dog ID Card
- Credibility's Access Card

Policy Details

Visitors who have the above documentation are entitled to one free carer ticket. However, the Visitor requiring the care and any further members of their party must book a fully priced ticket. Please see below for **How to Book**.

A Carer must be over 14 years of age and capable of assisting the Visitor who is requiring care. The Carer would be expected to understand the person's condition and assist them in managing it for the duration of their visit. Please let us know if we may be of any assistance to aid your visit at the time of booking.

Carer tickets are issued within the capacity numbers for the Event. We require all carers to apply for a free Carer ticket at least 72 hours prior to attending the Event in order to manage Event capacity.

If we are unable to issue a ticket in the same zone due to capacity / requirements; an alternative zone for the same performance will be offered to both the Visitor and Carer in the first instance.

A Carer who arrives at the Event without a Carer ticket may not be able to gain entry if booked capacity has been reached. The Carer may also be required to purchase a ticket if verification cannot be established.

How to Book a Free Carer Ticket

- 1) The Visitor requiring care must book their ticket.
- 2) Once the transaction is confirmed, the Carer may then contact 01509 268080 or email hello@bawdonlodgefarm.co.uk and will be required to provide the following details of the Visitors booking:-
 - i. Visitor Name
 - ii. Visitor Booking Reference
 - iii. Performance Details - Date, Time and Zone booked
- 3) Our team will confirm Carer/Visitor requirements and issue the Carer with a free ticket. This will be sent via email.
- 4) The Carer must show their Free Ticket confirmation email along with verification upon entry at the Event.

If more than one carer's ticket is required, please contact the team on 01509 268080 to discuss your requirements further.

