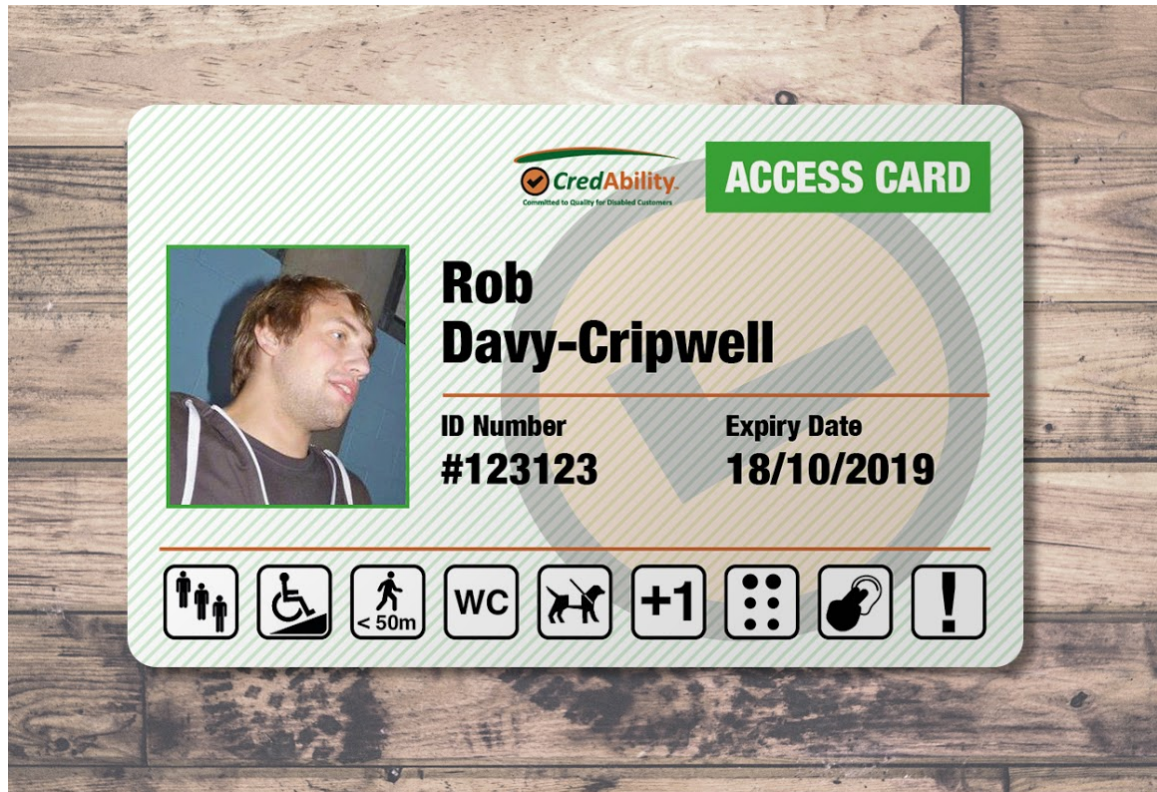


# THE ACCESS CARD



# Overview

Nimbus is an organisation made up of disabled people and we initially developed the Access Card based on frustrations felt by disabled people and a live music promoter in how disability was evidenced and needs for reasonable adjustments communicated

- For disabled people the frustration was in repeatedly sending in personal documents which bore no direct relation to the needs of the individual
- For the venues it was a frustration in interpreting these documents and the additional admin burden it placed on their staff.

Our goal was to produce a single consistent method of communicating between customer and provider; simplifying the process for both.

Since its initial development the card is now widely accepted at major event venues across the UK and even more widely taken simply at face value.

The card is proving immensely valuable for disabled people across the UK and this guide gives you a bit more information about how it works

A handwritten signature in black ink that reads "M. AUSTIN." with a long horizontal line underneath.

Martin Austin  
Managing Director  
[Nimbus Disability](http://nimbusdisability.com)

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# What is the Access Card?

**The Access Card means different things to different people; these are a few of the uses which vary between individuals and context used.**

**It is basically an ID card for disabled people that indicates what their legal rights might be and gives businesses an indication of the support they need to provide**

## **Proof of disability**

In some circumstances such as booking tickets and then accessing free essential companion spaces; businesses often need to make sure that the person requesting that adjustment have a genuine need for them. In these circumstances many organisations ask for proof of disability.

Our experience shows that there is very little consistency of what proof of disability is asked for and accepted across organisations and it also becomes a problem for disabled people having to repeatedly submit personal and private information. The Access Card was designed to be a one stop shop for assessing need and communicating bits across multiple providers giving consistency for customers and organisations

An access card is only issued to disabled people who are able to provide a suitable degree of supporting information. This information includes things such as doctors reports, entitlement disability related benefits or any other type of Supporting information

## **Communicating Disabled Persons needs**

We designed the card on something called the social model of disability. The symbols on the card are intended to quickly communicate the type of additional support a person might need or the barrier they face.

The point of this is that providers can spend their time thinking about how to support a customer rather than worrying about what their medical diagnosis is.

For some people this is really important to give them some dignity and privacy. Many card holders are people with complex or hidden impairments that don't want to have to go into detail and justify *why* they need a service – just quickly communicate that they do and that it's also their legal right to get a service

# Communicating services

We ask providers to take some time to think about how they can meet each of the needs indicated on the card and to submit a listing to the Access Card website directory.

This listing details the particular reasonable adjustments available and becomes an access statement to better inform a disabled person of what to expect in terms of access.

This means that as a card holder, you can quickly find the information that is relevant to you just by looking for the symbols that are on your card

ACCESS CARD

Get an Access Card

[Home](#) [Find a Provider](#) [Apply for a card](#) [FAQs](#) [Feedback](#) [News](#) [Twitter](#) [Contact](#)



**MOTORPOINT**  
arena  
NOTTINGHAM

**Motorpoint Arena Nottingham**  
National Ice Centre

**Overview**

At the Motorpoint Arena Nottingham we do our utmost to ensure that either by action or reaction, will any individual or group be reasonably excluded from any activities, facilities or services we offer. The venue is easily accessible for visitors with mobility difficulties and accessibility needs. We work closely with Attitude is Everything who improve disabled people's access to the music by working in partnership with audiences, artists and the music industry to implement a charter of best practice in the UK. We were awarded Gold level of the Charter of Best Practice in September 2013. We also work with Disability: a quality assurance system committed to supporting disabled customers. We are a Disability Verified Accessible venue.

**Access Card Notes**

The Ice Arena has been the first of the big arenas in the UK to sign up to the Access Card scheme meaning that telephone bookings are now available for card holders with no need to submit further evidence.

**Contact details**

Motorpoint Arena Nottingham, Boltons Square, Nottingham, Nottinghamshire, East Midlands, NG1 1EP  
Phone: 0843 379 3000  
Email: [accessibility.office@nationalicecentre.com](mailto:accessibility.office@nationalicecentre.com)  
Visit [MotorpointArenaNottingham.co.uk](http://MotorpointArenaNottingham.co.uk)

**Standing and Queueing**

The venue has facilities on multiple levels, all accessible via flat access or lifts. Showers are available at all events to assist and make your experience enjoyable. Refreshments / merchandise and toilet breaks are all provided and may involve queuing during peak times, staff are available to assist with those who cannot stand for long periods of time.

**Wheelchair Access**

The venue is fully accessible to all facilities and levels. A blue badge holder car park is provided by the City Council at the side of the venue. Accessible WC's and low level counters are provided throughout. For those wishing to view the ice rink a viewing balcony is provided overlooking the ice rink and our main side exit has ramped access to a fully enclosed heated seating area. Accessible seating is available in our tiered seating section with flat access. Configuration of accessible seating will depend on event setup.

**Short Distances**

A drop off point is available on Lower Parliament Street directly outside the venue with lift access to the main entrance. Inside the venue it is a short walk to box office, restaurants and seating areas. Seating can be provided for rest intervals where required upon request.

**Access To Toilets**

Accessible toilets are located on every level and at multiple key locations. A changing places facility is available on level 3, accessible by lift and operated with a RADAR key, a key is available on request. All other accessible WC's are operated on a standard lock system.

**Assistance Dogs**

Assistance dogs are welcome in the venue, please be advised that food must not be played during certain events and therefore it is at the discretion of the owner to consider the safety of the dog. Please make our box office agents aware of any requirements for your rest when booking.

**Essential Companions**

We operate a scheme for those who require an essential companion to purchase one ticket for themselves and be eligible to bring their companion for free. Use of the access card with this approval entitles the user to this service and this should be made clear at point of booking via the phone or in person. For those who do not have an access card details of how to enter onto the venue's accessibility scheme can be received by calling our box office.

**Accessing Visual Information**

Our forthcoming events details and terms and conditions are available in large print or braille upon request. For those wishing to experience live during, staff members can be booked to support on the ice giving tips and assistance during your experience.



Merchandise stalls at the Motorpoint Arena Nottingham, have lowered counters for disabled visitors.

Listing on the website for businesses is a completely free service and we encourage as many businesses to participate as possible



## **Loyalty Card**

Disabled people and their families / friends choice of venue and leisure activity is limited explicitly to whether the venue is accessible to the disabled person themselves.

This influence on decision making represents an estimated combined spending power of disabled people and their close friends and family equating to about 212 billion pounds a year.

Because of this we encourage businesses to offer initial discounts or special offers so that disabled people are attracted to use businesses for the first time and get to know the access requirements.

Many businesses already offer discounts and offers to disabled people and the Access Card is a good way of demonstrating eligibility for these

.

# How does it work?

## On face value

Access card holders use their cards in a variety of situations with organisations that might never have heard of the scheme let alone have submitted a listing on our website.

It is important to remember that the needs indicated on the card relate to the person's rights as a disabled person under the Equality Act.


Many providers simply take to this information at face value and provide the services requested at the point of delivery, even if the person looking at the card might not have heard of it or the organisation might not be listed on our website



## Manual validation


We created an online validation tool to be used inside box offices Throughout the UK this enables staff to enter your card details (which might be being taken over the telephone) and to see a copy of your card and the symbols it contains.

They can then focus on making sure you get the support you need.

 **Nimbus Disability**

Card validator

Nimbus Data



ACCESS CARD

Martin Austin

2352

06/07/2018

Icons: Group of people, Wheelchair, Walking stick, WC, Dog, +1, Grid, Heart, Exclamation mark

Notes, shared with your organisation's users

Save

First name


Last name


Card ID


Validate


## Full digital integration


A new development has been a more advanced link with other systems. Companies such as ticket booking organisations can now link your Access card information so that disabled people are now able to book online.








 CONCERTS


 THEATRE


 FAMILY


 SPORT


 EXHIBITIONS


 COMEDY


 FESTIVALS


 GROUPS


 My Account Home


 My Information


 My Offers [0]

 My Entitlements

 My Memberships

 My Order History

 My Marketing Data

 Credability

Martin Austin

Customer Number: 6343167

Link Your Account

Book disabled tickets online, as an access card holder we can verify your requirements quickly and securely and you can bag your tickets any moment.  
If you do not possess an access card, please call our dedicated disabled bookings hotline on 0844 581 0700.

ACCESS CARD

Please enter your access card details below

Card Number

First Name

Surname

VERIFY

### SELECT YOUR TICKETS

**DIVERSITY**  
Sat Apr 22 2017 - 1:30pm  
Barclaycard Arena, Birmingham

[What's this?](#)

No fees on tickets when you pay with your Barclaycard on Fridays

As a Barclaycard customer, if you purchase your ticket on a Friday using your Barclaycard, you will not be charged any fees when making a purchase via Barclaycard Entertainment.

#### £ SELECT YOUR PRICE \*prices may also include per ticket administration fees

- ☒ £VIP 1 \* £73.83
- ☐ £A \* £40.08
- ☐ £B \* £28.83
- ☐ £A Amplify Hospitality Package \* £85.08 to £95.08 [What's this?](#)
- ☐ £A Disabled Access (Ambulant Disabled) \* £0.00 to £40.08
- ☐ £B Disabled Access (Wheelchair Accessible) \* £0.00 to £28.83

#### SELECT YOUR SECTION

☒ Best Available

# How much does it cost?

Nimbus is a social enterprise which does not receive any external funding. We set out at the very beginning with the intention of developing a scheme which would pay for itself and as such not fall at risk of closure due to changing funding priorities.

To make this possible we charge £15 every 3 years to be a part of the scheme. All of this money is reinvested back into the scheme.

# What do People say about the card?

- *The card is a useful tool, to save me the time and humiliation of having to explain everything – often to people who don't have time, or are in a noisy environment so I have to shout!*
- *I want to attend gigs, but can't do it if I'm not able to sit or have to queue to get in.*
- *I have been asking for something like this for years. My disability is not always visible so I have to go through the embarrassment of explaining my personal health problems to complete strangers who sometimes don't even believe me. I'm hoping this card will be recognised everywhere, as it will change my life!*
- *I believe having something that is discreet and accepted will make things easier. I've tried a variety of places to find out about "registered disabled" and how to get classified only to find out that it doesn't actually exist. A person shouldn't have to carry paperwork with all kinds of personal information around with them just in case they need to get someone to understand they need help.*
- *I am often in situations where I need to provide evidence of a disability, usually using proof of receipt of DLA. However this award has nothing to do with the reason for the need. A card which can be carried in a wallet and which relates to the need would seem ideal.*










# Who's on board?

Just a few of the organisations already on board:





# What do the symbols mean?

	WHAT IT MEANS	WHAT TO DO
	Customer has difficulty with queuing or standing	Offer to jump queues / find seating. Offer to find somewhere away from crowd to wait
	Customer needs wheelchair accessible facilities	Describe availability of wheelchair accessible facilities and be aware of evacuation procedures.
	Customer has difficulty with distances; perhaps wheelchair user unable to self-propel distances or people with limited mobility	Find shortcuts where possible, explain distances involved
	Customer may need urgent access to toilet. May have hidden impairment	Orientate customer with facilities on arrival. Allow urgent access to any toilet no questions asked: including staff / 'disabled' / accessible. Consider options for seating near to facilities if required
	Customer needs assistance dog	Allow use of assistance dog – find a water bowl and let customer know best place for dogs toileting
	Customer needs assistance	Offer assistance / allow additional entry for them to bring their own support. Free +1 ticket policy
	Customer has difficulty with visual information	Give information verbally – be descriptive of routes / additional information and make them aware of availability of further support
	Customer has difficulty with audible information	Make information available visually. Be prepared to be lip read or be able to use pen and paper for communication
	Customer may have other relevant needs	Ask if there's anything else you can do to support customer / anything you may need to be aware of