

# **GUIDELINES FOR THE CFT BUDDIES SCHEME**

Thank you for showing interest in our CFT Buddy scheme. To assist you on your trip to the theatre, here is a short guide as to who the Buddies are best suited to assist you and how they can help your enjoyment of the performance.

1. The scheme is intended to help:
  - Individuals on the Autistic Spectrum & those with learning difficulties
  - Individuals with Physical Disabilities who face barriers accessing the building
  - Individuals with Eyesight & Hearing difficulties
  - Elderly and socially isolated patrons

**Please note:** The buddy is **not** a replacement for a carer but is there to assist and provide companionship to semi-independent people. If you require a carer or are coming with someone else and would still like to request a buddy to assist your visit, please inform us and we will make the necessary arrangements.

2. To request a Buddy for a performance you must be either registered on our Access Membership Scheme or have completed a CFT Buddies application form. This is so that we know about your needs and can pair you with the most suitable Buddy. Please email [access@cft.org.uk](mailto:access@cft.org.uk) or call the Box Office on 01243 781312 to ask which form you will need to complete.
3. You must give a minimum of a week's notice for the performance you wish to attend so we have time to make the necessary arrangements and be aware that we might not be able to guarantee seats if the performance is sold out.
4. When the Box Office receive your application, they will reserve two tickets – one of which you will pay for (You will receive a 40% discount if you are registered on our Access Membership Scheme) once you have been paired.
5. Once you have registered your interest in a particular performance, we will pair you with a Buddy who will get in touch to arrange an initial meeting before the show either in Person or over the phone depending on what would be more convenient. This is to make sure your Buddy is aware of all your needs before the performance day.
6. If following your conversation with your Buddy you are happy to proceed with your trip to the theatre, then please get in touch with the Box Office to complete the payment of your tickets.
7. On the day of the performance, your CFT Buddy will:
  - Meet you at the entrance to the theatre
  - Help with collecting your tickets
  - Guide you to your seats and sit with you throughout the performance
  - Help buy a refreshment and locate the toilets in the interval
  - Stay with you until you have been collected or are safely on your way home after the performance
  - Generally make sure the you have an enjoyable time at the theatre

8. A CFT Buddy will **not** be expected to:
  - Move you in and out of a wheelchair
  - Assist you in the toilets
  - Be responsible for any medicines or medical equipment
  - Cover the costs of anything you purchase (eg. Ice Cream, Programme)
  - Arrange your transport to and from the Theatre
  
9. In the Case of an Emergency, the CFT Buddy will assist you but ultimately the theatre's Front of House team are responsible for the safety of the audience and are First Aid trained. If you require medical support at any time it is best to inform your Buddy who can locate a Front of House member to assist.
  
10. Following the performance, we will send you a survey to find out if you enjoyed the production and whether your Buddy was able to assist you.

**If you have any further questions about the scheme, please email [access@cft.org.uk](mailto:access@cft.org.uk) or call the Box Office on 01243 781312.**