

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 about the purpose of the scheme and how our Buddies can support you.

The CFT Buddies scheme is generously supported by Rathbones, and is available for anyone but might be specifically useful for

- o Individuals on the Autism Spectrum & those with learning disabilities
- o Individuals with physical disabilities who face barriers accessing the building
- o Individuals with visual and/or hearing impairment
- o Individuals experiencing anxiety about attending the theatre alone
- o Elderly and socially isolated patrons

All of our Buddies are trained volunteers who have completed full DBS disclosures. They all know CFT very well and are passionate about theatre.

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.

1. Anyone can request a Buddy, but we may need to ask you some questions to find out a little bit more about your needs. This is so that we can pair you with a suitable Buddy. Please call 01243 781312 or email access@cft.org.uk to request a Buddy. Please make sure you leave your contact details so we can get back to you easily.
2. Where possible, we recommend you give a minimum of a week's notice for the performance you wish to attend. This is so we have time to make the necessary arrangements and make sure there is a Buddy available for you. Please be aware that we might not be able to guarantee seats if the performance is sold out.
3. When the Box Office receive your request, they will reserve two tickets - one for you and one for your Buddy. You will only pay for the cost of your own ticket (You will receive a 40% discount if you are registered on our Access Membership Scheme) once we have confirmed there is a Buddy available for you.
4. Once you have registered your interest in attending a show, we will get in contact with you to confirm the name of your Buddy and where to meet them on the day of the performance. If you would like the opportunity to meet with your Buddy in advance of the date of the performance, let us know and we will arrange this wherever possible.
5. On the day of the performance, your CFT Buddy will:
 - o Meet you outside of the theatre
 - o Help with checking your tickets and finding the correct entrance to the theatre
 - o Guide you to your seats and watch the same performance as you
 - o Help buy a refreshment and locate the toilets as needed
 - o Stay with you until you have been collected or are safely on your way home after the performance
 - o Generally make sure the you have an enjoyable time at the theatre

6. A CFT Buddy will not be expected to:
 - o Move you in and out of a wheelchair
 - o Assist you in the toilets
 - o Be responsible for any medicines or medical equipment
 - o Cover the costs of anything you purchase (eg. Ice Cream, Programme, refreshments)
7. In the Case of an Emergency, the CFT Buddy will assist you as much as possible 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.
8. We work in partnership with local transport providers to support travel for individuals using the CFT Buddies scheme. If you require assistance in getting to and from the theatre when using a CFT Buddy, please do make this known at the time of booking.

We are able to cover transport costs at the following rates:

- o 100% if you are travelling from within the Chichester District
 - o 50% if you are travelling from within West Sussex
 - o 25% if you are travelling from outside West Sussex
9. Following the performance, we will send you a short survey to find out if you enjoyed the production and how well your Buddy was able to assist you.

If you have any further questions about the scheme, please email access@cft.org.uk or call the Box Office on 01243 781312.