

## CFT BUDDY SCHEME GUIDELINES

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 Home Instead Chichester, and is available for anyone but might be specifically useful for:

- People with physical access needs, or those with visual and/or hearing impairments who could use assistance before and during the show
- Elderly and/or socially isolated individuals
- Autistic, Neurodivergent and/or people with a learning disability
- Anyone who is anxious about coming to the Theatre alone

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 and would still like to request a buddy to assist your visit, please inform us.*

### How do I request a Buddy?

1. Anyone can request a Buddy and the first step is to decide what show or event you'd like to attend at CFT with a Buddy. You can find out what's on by visiting [our website](#).
2. Contact the CFT Box Office Team by calling 01243 781312 or by emailing [access@cft.org.uk](mailto:access@cft.org.uk) and let them know what date you'd like to attend, and make sure you mention you'd like to request a CFT Buddy. They will check availability for the show and reserve two tickets, one for you and one for the Buddy. They may also ask you some questions to find out a little bit more about your needs and where you are based
3. We will find a volunteer CFT Buddy to support you during your visit to the theatre, and will let you know when we have confirmed who they are (*We kindly ask that you give us a minimum of a week's notice for the performance you wish to attend. This is so we have time to 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*)
4. Once your Buddy is confirmed, our Box Office Team will get in touch to let you know. You will then have 2 weeks to pay for your ticket. You will only pay for the cost of your own ticket. (*We will contact you to remind you to pay for your tickets, but it's worth saying that if tickets remain unpaid for after the deadline, we reserve the right to release them for resale*)

5. A Member of the CFT Team will then be in touch to give you clear information about where and when to meet your Buddy on the day of the performance. We can also arrange a chance for you to meet your Buddy a few days before the show in our café so you know who to look for on the day.
6. On the day of the performance, your CFT Buddy will:
  - Be with you the whole time you are at the theatre
  - Help with checking your tickets and finding the correct entrance to the theatre
  - Guide you to your seats and watch the same performance as you
  - Help buy a refreshment and locate the toilets as needed
  - Generally make sure the you have an enjoyable time at the theatre
7. 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 during your visit (e.g. Ice Cream, Programme, refreshments)
8. After the performance, we will be in touch to check in about how your visit was and to invite you to give us any feedback you have

### **What if I need help getting to CFT?**

We have a couple of different options to support you with transport to the theatre. If you require assistance in getting to and from the theatre when using a CFT Buddy, please let us know when you make your booking.

Some of our Buddies are also trained as Travel Buddies, which means they are able to use their own cars to take you to and from CFT on the day of your performance. If we are able to schedule one of our Travel Buddies to support you, we will let you know. This is a new part of the Buddy Scheme that we are launching in 2024.

If we aren't able to arrange one of our Travel Buddies to be with you, we are also able to support your travel by Taxi or Public Transport at the following rates:

- 100% if you are travelling from within the Chichester District
- 50% if you are travelling from within West Sussex
- 25% if you are travelling from outside West Sussex

**Please Note:** *We are only able to contribute to your travel costs if you use travel services arranged through CFT.*

**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.**