

Access Scheme FAQs

What is Nimbus Disability and The Access Card?

Nimbus Disability is a social enterprise, and an organisation run by and for disabled people. It is recognised as a leading authority on accessible ticketing in the UK. Nimbus developed The Access Card in response to frustrations shared by disabled people and a major 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 frustration in interpreting these documents and the additional admin burden it placed on their staff. Since its initial development, the card is now widely accepted at major event venues across the UK and beyond.

Why have Scunthorpe Theatres partnered with Nimbus Disability?

We take our customer access needs very seriously and want to improve the online booking journey for customers with access requirements. With Nimbus, we have launched a new registration scheme which will result in customers' access requirements being linked to their Scunthorpe Theatres account. Customers will be able to choose the right seating requirements for all bookings for which we have access tickets available.

How does Nimbus and The Access Card work?

After you have logged into your Scunthorpe Theatres account and entered your access registration number under Access Preferences, we simply pull through your requirements directly from Nimbus. Seats associated with your requirements will show on the seating plans when you book your tickets (where there is availability for those seats). If you would prefer to book your tickets over the phone, you can still call our Box Office and one of our team will be happy to help. Please have your Access registration number ready, so our team can link your tickets to your Scunthorpe Theatres account.

Benefits

- Designed to streamline the process of communicating your access needs, the Access Card translates your disability or impairment into easy-to-understand symbols. In addition to translating your needs into symbols, the Access Card serves as a recognised proof of your requirements.
- To ensure the right tickets are sold to the right people, we require access customers to provide us with a Nimbus registration number in order to qualify for any access discounts available at the time of booking.
- If you already have a valid Access Registration, all you need to do is let us know a few details including your Nimbus registration number, and you are ready to go.

- Our partnership with Nimbus Disability will further improve the booking journey by offering online booking for the first time, through this new access registration scheme.
- Registering is a three-step process, is valid for three years and is completely free.

I'm having trouble with my registration - who can help?

If you are having trouble registering or have any questions about your application, please contact Nimbus directly on scunthorpe-theatres@nimbusdisability.com and they will be happy to help. Alternatively, you can find out more in their FAQs [HERE](#).

If you are having trouble verifying your registration code on your online account, please check your confirmation email from Nimbus to check the registration code is correct and the name on that email matches your Scunthorpe Theatres account exactly. If you are still having issues, please contact Nimbus on scunthorpe-theatres@nimbusdisability.com or call 0330 808 5108 and they will clarify your details.

Can I book access tickets online once registered with your access scheme?

Yes, customers with access needs can book tickets online, once registered with our access scheme. Our partnership with Nimbus Disability offers a universal way of communicating your access requirements.

How do I link my access registration number with my Scunthorpe Theatres account?

When your application has been processed successfully, Nimbus will provide you with a unique registration number via email which you can then use to link your access needs into our system. Either login or create an online account with us. When you've logged in, go to the Access Preferences tab and submit your registration number. You will then be able to see all the discounts and relevant tickets to suit your individual needs. You can also still book tickets by telephone or in person - just have your Nimbus registration number to hand and we can sort the rest for you.

How do I apply to the Access scheme?

There are two ways you can register:

Route 1

You can apply for a free access registration. This will be recognised at Scunthorpe Theatres only and will be valid for three years. To complete your free access registration, click [HERE](#).

Route 2

You can upgrade to a full Access Card application. The Access Card costs £15 for three years of membership. The full card provides you with the same benefits as the free registration, as well as:

- Recognised at venues across the UK and beyond
- Potential free companion tickets at events and venues across the UK
- A Photo ID card with symbols relating to accessibility needs
- Informative online access directory
- Access to a closed Facebook Community group

To register a full Access Card for £15 for three years, click [HERE](#).

When you register, Nimbus Disability will handle all your information securely and safely without us ever having cause to see the detail behind why you need accessible seating options. The quickest and easiest way to apply is via the website, but Nimbus do have the ability to undertake a phone application for those that require it. You will need to call 0330 808 5108 to book a date and time for a phone application.

I've applied to the access scheme - what happens next?

Once your application has been submitted, you will receive an email from scunthorpe-theatres@nimbusdisability.com to confirm the application has been received. Nimbus will process the application in due course, with average processing times being within five working days.

If Nimbus has received everything needed from you and can fully process your application, you will receive a confirmation email from scunthorpe-theatres@nimbusdisability.com and the subject line will contain your registration number and general advice on how to use it. You can then use it to link your access needs into our system. If you have applied for The Access Card, the email will also include details regarding the physical card, which will be delivered to you.

If, for any reason, Nimbus is unable to process your application you will receive a follow-up email that will detail what else is needed to finalise your application.

Can I still book access tickets on the phone?

Yes. You can book access tickets on the phone by calling our Box Office on 01724 296296 - one of our team will be happy to help. Please have your access registration number ready so our team can link your tickets to your Scunthorpe Theatres account.

Can I book access tickets without an access registration?

To ensure the right tickets are sold to the right people, visitors with access requirements can only book access tickets with The Access Card or a free access registration. For further details regarding access at Scunthorpe Theatres, click [HERE](#).



We advise registering for an access card or linking your existing account with your Scunthorpe Theatres account now to maintain access to booking tickets through your account. After this date, Access tickets will only be available to book online, or over the phone with a valid Nimbus Access Card linked to your Scunthorpe Theatres account.

**Box Office
01724 296296
access@scunthopretheatres.co.uk**