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Personal Assistant Registration Form – Frequently Asked Questions

Why is the Personal Assistant Registration Form being launched?

The RFU is committed to making Twickenham Stadium accessible to all. Each disabled person experiences their own disability differently, and as a result has different accessibility requirements that we may need to be aware of. The registration form is designed to allow disabled supporters to declare any requirements they may have to us so that we can allocate appropriate seats, subject to availability.

Why has the Personal Assistant Registration Form been introduced now?

Disability benefits are starting to change, meaning disabled supporters are going to be less likely to be able to provide standard documentation relating to their disability. The RFU is also aware that some supporters may not claim DLA, PIP or have a Blue Badge but may still require a personal assistant in order to be able to attend the match. The RFU feels it is now necessary to develop a system of allocating personal assistant tickets that is based on an individual's needs and not on benefits the government allocates to them.

I have been coming to Twickenham Stadium for many years and have always received disabled access tickets. I must be on your system already – do I still have to register?

Yes. This is a new system, and whilst we have information of what matches you may have applied for we do not have any information relating to your access requirements. We need every supporter, old or new, to register with us so we can provide a better service.

Is it going to make getting a Personal Assistant ticket harder?

No, the idea is to make the process easier and to stop you having to resend documentation or explain your requirements repeatedly to different people. The information you give us will be kept on file but will only be accessible to Ticket Office staff and will remain confidential. Once we hold this information you will not have to send it again unless your situation or requirements change.

Is the way all tickets are allocated changing or is it just for Personal Assistant tickets?

At the moment we are just focusing on ensuring Personal Assistants are allocated appropriately – the procedure for purchasing tickets remains the same. Tickets for disabled customers are still being allocated via a ballot for Grade A International matches and via standard application forms for public sale matches.

Do I have to register for every match?

No. You will only need to submit your registration form once, and it will be reviewed by the RFU Ticket Office. If it is successful you will be provided with a Personal Assistant Registration Number that you will need to put on your ticket application form. If your

situation changes you will need to let us know, otherwise you can apply as normal for any match you choose.

Do I have to provide detailed medical information relating to my disability?

No. As long as you are able to clearly express your need for a personal assistant you can be as brief as you like. If you are a full time wheelchair user with no other specific requirements, that is all you need to state. However, if you have more complex requirements please let us know how they affect you and what we need to be aware of.

The RFU Ticket Office has contacted me to discuss my Personal Assistant Registration Form – what does this mean?

There may be some information on your form that needs clarification, or that the RFU are unsure about. The RFU may request further information relating to your disability to clarify your need for a personal assistant, although in the first instance we will always discuss your requirements with you or your carer directly. If we do need some documentation to clarify your need we would discuss this directly with you.

Can someone complete the registration form on my behalf?

Yes. If you have a carer or family member who always deals with your ticket applications and you would like us to contact them on your behalf, they can complete the registration form for you and be listed as the “primary point of contact”. Any information sent out will then be sent out with your name on, but to the name and address of the “primary point of contact”.

Can someone apply for tickets on my behalf?

Someone else can apply for your tickets on your behalf, using your personal assistant registration number and naming you as the disabled client attending on the ticket application form. This does not have to be the person listed as “primary point of contact” – it can be anyone. Tickets will still always be addressed to you.

Who can act as my Personal Assistant?

Any person who is able to assist you with any requirements you may have on a match day. They would also need to be able to assist you in the case of an emergency evacuation. This can be a friend, family member, carer or anyone you choose to assist you.

Do I have to bring the same Personal Assistant to every match?

No. You are registered with us as a disabled supporter and it is your choice who you choose to assist you on match days.

I have a Personal Assistant ticket, but can no longer attend. Can I give my ticket to my Personal Assistant so they can bring someone else?

No, the Personal Assistant ticket can only be used when assisting the named disabled supporter. Access package tickets are non-transferable. If tickets are found to be mis-used ticket rights may be removed in line with the RFU's Terms and Conditions.

I work for a disabled charity and want to bring a group of service users to a match. Do I need to register for each service user?

No – please contact us via the contact us form on www.englandrugby.com/tickethelp for information on charity allocations.

Do you still need a copy of my Blue Badge?

Blue Badges will still be kept on file and will be used in relation to parking only. If you require blue badge parking then you will need to send in a copy of your blue badge. This will be kept on file and you will only need to resend it once it expires. If you do not require parking then we do not need a copy of your blue badge.

If you have not sent us a copy of your Blue Badge since January 2013, please send us a new copy. If you have sent us a copy since January 2013 it will already be on file.

I am not disabled, or do not require a personal assistant, but I do require accessible seating – what do I do?

Please apply for easy access seating via an Easy Access Application Form. You do not need to complete a Personal Assistant Registration Form. You will still be allocated a minimum of two tickets in the pitch-side enclosures and will be able to apply for additional tickets, subject to availability. You can include any requirements you may have in the “comments” section of the ticket application form.

I do not wish to give the RFU detailed medical or personal information relating to my disability.

The form is designed to allow you to express yourself as you feel appropriate. We do not need a detailed account of your medical history, but we need to know what reasonable adjustments we can make in order to make the stadium accessible to you.

If you are uncomfortable completing the form, please contact us on 020 8831 6666 option 4.

I require more than one personal assistant in order to be able to attend the match – is that possible?

Yes – please explain why on your form and each case will be individually reviewed.

I already have disabled access bookings for future matches at Twickenham - does my registration affect them?

No. All existing accessible bookings remain valid as the registration system will be implemented in stages.

I have comments and suggestions regarding the Personal Assistant Registration System, can I give feedback?

Of course, all feedback is gratefully received. Please send any comments in writing via the contact us form www.englandrugby.com/tickethelp