

JOIN OUR ACCESS SCHEME



We're committed to improving the booking experience for our customers, including those with access needs. We are excited to announce our new partnership with Nimbus Disability, a renowned social enterprise recognised internationally for its Access Card Scheme.

What is the Access Card Scheme?

The Access Card Scheme adds an extra layer of verification, ensuring that our access tickets and venue are used properly by those who need support. It also helps prevent the misuse of access tickets.

Access customers will be required to have either an *Access Card* or a *Redgrave Theatre Digital Access Pass*.

What's the difference between an Access Card and a Redgrave Theatre Digital Access Pass?

- **Access Card** - A widely accepted tool to communicate access needs with organisations and ticketing systems across the UK and the full list of Access Card-registered venues and events [here](#). Access Cards cost £15 for three years.
- **Redgrave Theatre Digital Access Pass** - This option is similar to the Access Card but is a **free**, theatre-specific pass available exclusively for use at the Redgrave Theatre. It is valid for three years and does not have a physical card. You can upgrade to a full Access Card at any time.

Who needs to register for an Access Card or a Redgrave Theatre Digital Access Pass?

As of 10/03/2025, all customers with access needs will require either an Access Card or a free Redgrave Theatre Digital Access Pass number to purchase access tickets.

Once registered, your Access Card / Digital Pass number will be valid for three years. For assistance with the application process, please visit the [Access Card Support Page](#).

**[CLICK HERE TO REGISTER FOR YOUR
ACCESS CARD OR DIGITAL ACCESS PASS](#)**

How to Link Your Access Card or Redgrave Theatre Digital Access Pass Number to Your Redgrave Theatre Account?

1. Once your application is processed, Nimbus will send you a unique Access Pass number via email.
2. You can then use this number to link your access requirements to our Box Office system and create your free digital access card [here](#). If you don't already have a Redgrave Theatre account, one will be automatically created for you.
3. After completing the form, log in to your Redgrave Theatre account using the "forgotten my password" option [here](#).
4. Once logged in, your access requirements will be automatically pulled from Nimbus, and when booking tickets online, seating options that match your access needs will appear on the seating plan.

What if I am unable to use online forms?

If you can't use online forms, registration is still required. Nimbus offers telephone registration assistance, please call them on 0330 808 5108.

What if I already have an Access Card?

No need to re-register! Simply [log in or create an account](#) and enter your Access Pass number. Once registered, logged in and linked, you're all set to book your tickets!

Why are we introducing the Access Card Scheme, and how does this benefit me?

Partnering with Nimbus allows us to better understand your access needs and provide the reasonable adjustments that best support you. This includes priority seating and an essential companion ticket.

Nimbus, a social enterprise managed by disabled people for disabled people, offers a system that respects your privacy - there's no need to carry supporting documents or explain your circumstances. You'll only need to provide your information once to Nimbus, who will issue either an Access Card or a Digital Access Pass reference number based on your preference.

Our commitment to accessibility remains the same. Our Box Office team is available to assist with any questions or support you may need. For further help, email info@redgravetheatre.com or contact the Box Office at 0117 3157 800, Monday to Friday from 3:00pm to 5:30pm.