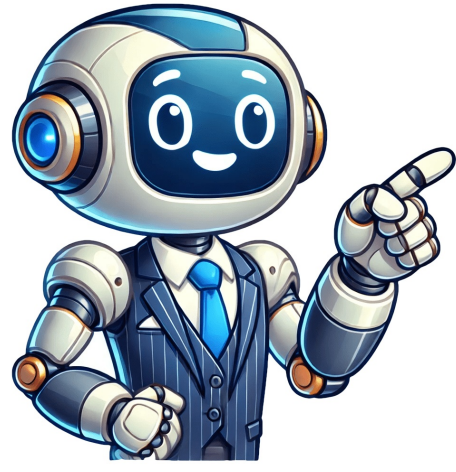


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The UK Cinema Association (UKCA) and its members recognise that the effects of someones disability might make it difficult or impossible to attend the cinema without being accompanied which is why the CEA Card scheme has been developed. However, having a Card is not mandatory and being accompanied may not address all of the effects of a disability. Cinemas should continue to make reasonable adjustments for their disabled guests irrespective of whether or not they hold a Card. Applying for a Card is straightforward. To be eligible, you must: be 5 years of age or older; and have a need to be accompanied in cinemas because of the effect of your disability. If you are under 16, a parent or guardian must complete the application on your behalf. Someone else can help you with your application if you wish regardless of your age and the CEA Card staff are able to help with the process if that would be useful. Please contact us for details. There are three different routes you can use when applying for a Card. Specifically, a disabled person, or someone else who is helping with their application, can: either upload or send us evidence that the disabled person receives one of the following payments: Disability Living Allowance (DLA) Attendance Allowance (AA) Personal Independence Payment (PIP) Adult / Child Disability Payment (ADP / CDP in Scotland) Armed Forces Independence Payment (AFIP) or upload or send evidence that the disabled person holds: Severely Sight Impaired Registration (formerly Registered Blind) Sight Impaired Registration (formerly Partially Sighted) or if the disabled person: does not receive one of the listed payments and is not registered as sight impaired; or cannot find the supporting paperwork; And the effects of their disability mean they have a need for someone to accompany them when going to the cinema, then they or the person helping them with the application should contact us to say so and we will advise on what further information, if any, we will need to consider their circumstances and process the application. Note. The Blue Badge scheme, Disabled Persons Railcard or being in receipt of Universal Credit or Employment and Support Allowance scheme are not accepted as proof of eligibility for a CEA Card. The UK Cinema Association (UKCA) and its members want to make visiting the cinema an inclusive and enjoyable experience for all. We fully appreciate that some disabled people face barriers at the cinema as a result of the effect of their disability. We are working hard to identify and remove these barriers. Some disabled people need to be accompanied by someone else to enjoy the cinema experience. To make being accompanied as easy as possible the UKCA operates the CEA Card scheme. The scheme allows a Cardholder to be accompanied by someone, free of charge, when they purchase a ticket to visit a participating cinema with that person. The CEA Card scheme is intended to benefit everyone who might face barriers that require someones assistance when visiting the cinema, such as barriers that result from sight or hearing loss, having limited mobility or being neurodivergent. These are just examples disability and its effects are very wide-ranging. The focus of the CEA Card Scheme is on removing, or at least minimising, some of the adverse effect of disabilities by providing for someone to accompany a disabled person. Whilst the CEA Card is one of the ways cinemas can provide support to disabled people who face barriers when visiting the cinema, it is not mandatory, and cinemas still need to provide reasonable adjustments to address any effects of disability that create barriers for disabled people whether or not they have a Card. The CEA Card Scheme has straightforward eligibility criteria and there are three ways to apply. Further guidance on the scheme is readily available if you contact us. Our aim is to make the Card application process as straightforward and inclusive as possible. The development and operation of the CEA Card Scheme is overseen by UKCAs Disability Working Group, whose members include cinema operators and film distributors, as well as a number of national disability charities. If you have any questions about the Card and how it works, please read the frequently asked questions or contact us. The CEA Card is available to applicants aged 5 years and above. Download the blank application form below, fill it in and post it to us at: CEA Card, PO Box 199, Deeside, CH5 9BW. Remember to enclose your ID photograph, your eligibility document, and a cheque or postal order for 6.50 made payable to CEA Card. Download Application Form This section aims to answer common questions about the CEA Card. If you can't find the answer you are looking for, please contact us and we will try to help. What does the CEA Card entitle me to? The CEA Card entitles you to ONE free ticket for someone to accompany you to the cinema to provide the assistance you may need during your visit. To get the free ticket, you will need to purchase a full price ticket for yourself for the same performance of the same film in the same auditorium in a single transaction. The free ticket is provided on the assumption that the person who accompanies you can provide you with appropriate assistance, this might include helping you move around the cinema including finding and taking a seat; helping you leave the cinema in the event of an emergency; accompanying and/or helping you use the cinema's toilets; helping you buy refreshments. Return to Top Why has this scheme been set up? The scheme was introduced in 2004 and is intended to provide one way for cinemas can make what are termed reasonable adjustments for disabled guests who might need assistance whilst visiting the cinema. Return to Top Which cinemas accept the card? Approximately 90 per cent of cinemas accept the card. Search our list of Participating Cinemas. Even those cinemas who do not accept the Card will still need to make reasonable adjustments. Return to Top Are there any conditions to my using the card? Terms and Conditions apply to use of the Card. Return to Top Who is eligible for a card? Eligibility criteria may be updated from time to time. The cardholder should be in receipt of: Disability Living Allowance (DLA) Attendance Allowance (AA) Personal Independence Payment (PIP) Adult / Child Disability Payment (ADP / CDP in Scotland) Armed Forces Independence Payment (AFIP) Or hold: Severely Sight Impaired Registration (formerly Registered Blind) Sight Impaired Registration (formerly Partially Sighted) If you are unable to find this correspondence, or do not meet the above criteria but believe that as a result of your disability you still need someone to accompany you to the cinema, please contact us. Please note we don't accept Universal Credit, Employment and Support Allowance or being a Blue Badge holder as sole proof of eligibility. Cardholders must be 5 years of age or older. Return to Top What is on the card? The Card contains: a photograph of the Cardholder; the name of the Cardholder; the Card expiry date; a unique Card number which allows the Card to be validated, for example, when pre-booking tickets or at the box office; a location notch to aid use by blind or partially sighted Cardholders; a reflective holofoil CEA emblem, a braille label (on request). Return to Top How long is the card valid for? The Card is valid for 1 year from the date of issue. The date is displayed on the Card. Return to Top Why is there a 6.50 fee to pay? The 6.50 fee covers a number of costs in running the scheme, such as maintaining the website, processing applications and producing the Card. Return to Top How long will I have to wait for my card? Providing that your form and supporting information have been completed correctly, it will take up to 5 working days after we receive the payment for your Card. Return to Top What eligibility documents are needed to support my application? To demonstrate eligibility, you will need to provide one of the following: If you receive Disability Living Allowance (DLA), Attendance Allowance (AA), Personal Independence Payment (PIP), Adult / Child Disability Payment (ADP / CDP in Scotland) or Armed Forces Independence Payment (AFIP) you will need to send or upload the awarding letter from DWP or statement confirming receipt of the allowance for the person requiring assistance. Alternatively, for Severely Sight Impaired Registration (formerly Registered Blind) or Sight Impaired Registration (formerly Partially Sighted) you will need to send or upload certification for the person requiring assistance. If you are unable to find this correspondence, or do not meet the above criteria but believe that as a result of your disability you still need someone to accompany you to the cinema, please contact us. Return to Top How do you validate my application? When we receive the application, we need to check: the form is fully completed; there is proof of eligibility; there is a usable photograph. Once this has been checked and the payment confirmed we will process the Card application and post it to you. Return to Top Can I send original documents and have them returned to me? If you are sending original documents and want them returned you must enclose a self-addressed stamped envelope with your application. Any documents received without a return request and a self-addressed stamped envelope with sufficient postage will be securely shredded. Photocopies are accepted, although we reserve the right on occasion to request original documents. Return to Top What happens to the personal documents and data that are used to process the application for a card? Once we have confirmed your entitlement to a Card the qualifying documents will be destroyed and securely disposed of. No file copies of documents will be held. Personal information, which is required to administer the scheme, is kept to allow us to let you know when your Card is about to expire. All information is kept secure and in compliance with the Data Protection Act for more information please see the Privacy Policy. Return to Top Whose name and photograph appears on the card? The Card is issued to the person who needs assistance to visit the cinema, and is printed with their name and photograph. This gives the flexibility for different people to accompany them, whether parent, family member, friend, care worker or someone else. Return to Top How many copies of the photograph are needed for each application? For an application by post, we need one clear photograph. If you apply online the photograph can be uploaded. Please ensure that your photographs are recent and are a true likeness of the Cardholder. Clearly show your face and features avoid any covering, unless worn for religious beliefs or medical reason. Return to Top Why do you ask applicants to print their name on the reverse of the photograph and also attach it to the form? This is because if the photograph becomes separated from the application paperwork it can be matched back together easily and quickly. Return to Top Who should I contact if I need help? Write to us at: CEA Card, PO Box 199, Deeside, CH5 9BW Telephone: 01244 526 016 Textphone: 18001 01244 526 016 These phone numbers connect to our UK Call Centre. Calls charged at standard UK Landline rates. Office Hours 9am to 5pm Monday to Friday excluding Bank Holidays. Alternatively you can email us using the website contact form or at info@ceacard.co.uk. Return to Top What should I do when my card is due to expire? If you want to continue using the service you will need to reapply to renew your card. Return to Top What should I do if my card is lost, stolen or damaged? If your Card is lost, stolen or damaged then you will need to apply for a replacement, and again resend eligibility documents and payment. Return to Top Can a cardholder have more than one card? In exceptional circumstances, it may be necessary for another person to hold a duplicate card. Even then, the Cardholder may only present and use one card at any time at the cinema. The 6.50 processing fee will apply to each card produced. Contact us for further details. Return to Top Who should I make the Cheque or Postal Order payable to? Please make your Cheque or Postal Order payable to CEA Card. Return to Top What type of photo do you need? We need a recent photo that is a true likeness of the cardholder. It doesn't need to be an official passport photograph, as long as it shows your head and shoulders clearly and is of good quality. If you're applying online, you could take a 'selfie' photo with your camera phone or tablet, and upload that. If you are doing so, please don't take the photo with a window behind you. Try to avoid busy backgrounds. Please do not take a photo of your previous CEA card, blue badge or from your passport as these will not be good enough quality for print. Return to Top Where should I send my payment? If you have chosen to send your payment by post, please send your cheque or Postal Order for 6.50 made payable to CEA Card to: CEA Card, PO Box 199, Deeside, CH5 9BW. Make sure you include your name and application reference with your payment and please don't send cash. Return to Top How to apply on behalf of someone else You can apply on behalf of someone else if they are unable to do so. See more information for applying for a CEA card for a child. You must have their authority to apply for a card on their behalf and you must have explicit consent from the cardholder to supply their proof of eligibility. When applying online, please select 'I am completing on behalf of the person requiring assistance'. We will ask you for your details first, including your postcode (which we need for verification) and what your relationship is to the cardholder. In the next step, you will enter the details of the person requiring the assistance (the cardholder). Please make sure you upload or send proof of eligibility in the name of the cardholder, not in your own name. Return to Top How to apply for a CEA card for a child If your child is between 5 and 16 years of age, you will need to apply for a CEA card on their behalf. Although you are applying for them, they will be the cardholder as they are the person requiring the care. The card will be printed in their name. You must hold parental responsibility to apply on their behalf i.e. you will be their parent, nominated guardian or legally represent them as such. When applying online, please select 'I am completing on behalf of the person requiring assistance'. We will ask you for your details first, including your postcode (which we need for verification) and what your relationship is to the child. In the next step, you will enter the details of the child (the cardholder). Please make sure you upload or send proof of eligibility in the name of the child, not in your own name. E.g. if the child receives Personal Independent Payment and you receive Carer's Allowance, it is the child's Personal Independent Payment document that we need to see. Return to Top How to cancel your card If you decide you no longer wish to have a CEA Card, please contact us as soon as possible after completing your application at info@ceacard.co.uk or on 01244 526 016 and advise us that you wish to cancel. We will refund your 6.50 application fee up to the point of printing the card. We are unable to refund the cost of the card after it has been produced as it is personalised. Please see our full Cancellation Policy for further details. Return to Top The CEA Card is available to applicants aged 5 years and above. To apply, you will need: Proof of eligibility A photo Payment of 6.50 You will need your previous card number if you wish to renew your CEA Card. You can pay for your card online or by post. Apply or renew online Apply or renew by post General Terms and Conditions applicable to this website and the CEA Card Scheme. The CEA Card is issued by The Card Network Ltd (TCN) on behalf of the UK Cinema Association (UKCA) and remains the property of the UKCA. It is for individual cinemas to decide whether they participate in this scheme. Any cinema has the right not to honour the CEA Card, or to retain it where they believe it is being misused or used outside these terms and conditions. When you apply for a CEA Card, you are deemed to have fully accepted the terms and conditions set out in this document. A person aged over 5 is eligible for a CEA Card if they have a need to be accompanied in cinemas because of the effect of their disability. There are three different routes to applying for a Card. Specifically, a disabled person, or someone else who is helping with their application, can: upload or send us evidence of receipt of one of the following: Disability Living Allowance (DLA) Attendance Allowance (AA) Personal Independence Payment (PIP) Adult / Child Disability Payment (ADP / CDP in Scotland) Armed Forces Independence Payment (AFIP) upload or send evidence that the disabled person holds: Severely Sight Impaired Registration (formerly Registered Blind) Sight Impaired Registration (formerly Partially Sighted) or, if they do not meet the above criteria, or cannot find the supporting paperwork, and believe the effects of their disability requires someone to accompany them when going to the cinema, then they should contact us and we can consider their circumstances. Note. The Blue Badge scheme, Disabled Persons Railcard or being in receipt of Universal Credit or Employment and Support Allowance scheme are not accepted as proof of eligibility. You must be 16 or over to apply for your own CEA card. If an applicant is aged between 5 and 16, a parent or guardian must complete the application on their behalf. The CEA Card will not be valid unless it shows an accurate and recent photograph of the Cardholder, along with all other information present on the Card on its issue. The Card is non-transferable and only the Cardholder is entitled to use it. Any participating cinema reserves the right to ask for some additional form of identification from the Cardholder. Any cinema also reserves the right to check the validity of any Card when it is presented. Where it is suspected that a Card is being used inappropriately, fraudulently or in breach of these terms and conditions, the cinema reserves the right to retain the Card pending further investigation. The CEA Card allows the Cardholder to obtain ONE complimentary ticket for a person to provide any assistance required as a result of the effects of the Cardholders disability during their visit to the cinema, provided that a full price ticket is purchased by the Cardholder for the same film and auditorium in a single transaction. In providing a free ticket for another person to assist them during their visit, the cinema is offering one way of meeting its duty to make "reasonable adjustments" for the Cardholder under the disability aspects of the Equality Act 2010. A complimentary ticket is provided on the assumption that the person accompanying the Cardholder is able to provide appropriate assistance. Illustrative, but not exhaustive, examples of such assistance might include having the ability to assist the Cardholder in: moving around the venue including finding and taking a seat; evacuating the venue in the event of an emergency; accompanying and/or assisting the cardholder in using the cinemas washrooms; or purchasing tickets or refreshments. While for this reason the presumption will be that the person accompanying the Cardholder will be aged 16 years or over, the UKCA does recognise the role of young carers and cinemas will act at their own discretion in this area. However, the cinema operator reserves the right to make a judgement on the ability of any person to assist the Cardholder during their visit to the cinema, and to refuse the provision of a complimentary ticket where it deems it appropriate. One Cardholder cannot benefit from the complimentary ticket provided to another Cardholder. In all cases, one full price ticket must be bought for each complimentary ticket allowed. Cinema operators reserve the right to make other arrangements for two or more Cardholders attending the cinema together. There is no limit to the number of times you can use the Card while it is valid, provided that the Cardholder observes the terms and conditions set out in this document. Use of this Card does not give Cardholders any additional rights of entry compared to those enjoyed by non-Cardholders. Use of the Card will be constrained in terms of programming and cinema capacity for a Cardholder as they are for any paying customer. The CEA Card cannot be used in conjunction with any other scheme operated by a cinema operator. In all circumstances, the Cardholder will need to purchase an appropriate full-priced ticket. This can however include vouchers and schemes of comparable value. The CEA Card is valid for a period of one year from the date of issue. The validity date must be clearly legible at all times on the Card, as should all other information present on the day of issue. Cinemas reserve the right to not accept, or to retain any Card where any details are no longer legible. On expiry of the CEA Card, or where a Card has been lost, or where it is no longer legible, a full new application, including the administrative fee, must be submitted to CEA Card. Where a Cardholder believes they have grounds to appeal the limits placed on the use of their CEA Card, or to question the actions of a participating cinema operator, such appeals should be made in writing in the first instance to: CEA Card, PO Box 199, Deeside, CH5 9BW Telephone: 01244 526 016 Textphone: 18001 01244 526 016 These phone numbers connect to our UK call centre. Calls are charged at standard UK landline rate. Office Hours are 9.00 am to 5.00 pm Monday to Friday excluding Bank Holidays. Alternatively you can email us using the contact form. Find out which cinemas near you accept the CEA Card, and more about accessible screenings. Cinema Chains 90% of cinemas in the UK are part of the CEA Card Scheme. A list of the websites for the cinema chains is available for reference. Participating Cinemas Find local CEA Card participating cinemas using our postcode search tool. Accessible Screenings UK Search for information and listings of Audio Described to Subtitled and Autism Friendly Screenings. You can also use the site to find information about access at your local cinema. The CEA Card is available to applicants aged 5 years and above. Apply for a new CEA Card or renew an existing one. You can pay for your card online or by post. Questions marked with a star are required. Approximately 90% of cinemas in the UK accept the CEA Card, you can search for your local participating cinema using this tool. Pay for your CEA Card here. You will need your application reference number to make payment.

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