



A R T S T H E A T R E

We are delighted to announce we are now working with Nimbus Disability, to make ticketing and access to Arts Theatre West End inclusive for customers with accessibility requirements. To ensure that our ticketing and venue are used effectively for those who require these access facilities we are now introducing a level of validation. Nimbus' experience in running the Access Card Scheme will enable us to mitigate possible misuse and best support you at the theatre.

This will mean from April 2025 all our access customers will require an Access Card or FREE Arts Theatre Digital Access Pass Number. The application for the free Digital Access Pass can be found [here](#). Once complete, it will last for 3 years.

Once you have a Digital Access Pass number or, using your current Access Card ID, you will simply connect the two accounts quickly and easily and that's it. If you have yet to do so, please link your Access Card or DAP [here](#). Your access requirements will be in your Arts Theatre account, based on the symbols Nimbus have allocated.

We suggest that you apply for an Arts Theatre Access Digital Access Pass Number and link your accounts so that you can simply get the tickets that meet your access requirements when they go on-sale.

Online bookings are temporarily unavailable; we are working with our ticketing partners to return this service to full functionality as soon as possible. In the meantime, please give our box office a call on 0207 836 8463 or email [boxoffice@artstheatrewestend.co.uk](mailto:boxoffice@artstheatrewestend.co.uk) so that we can book your tickets and answer any questions you may have.

### **Feedback**

The Arts Theatre are always looking for ways to improve accessibility and customer service for our patrons. If you have any feedback regarding the access bookings page of our website, or the process of booking access seats online, please do let us know by emailing [boxoffice@artstheatrewestend.co.uk](mailto:boxoffice@artstheatrewestend.co.uk). If you have any queries, please do not hesitate to contact us on 0207 836 8463.