



Birmingham Museums Trust Concessions Policy

Birmingham Museums Trust (BMT) prides itself on operating accessible and inclusive museums. We aim to operate in such a way that no visitor faces barriers to entry and we constantly try to identify new barriers and work towards reducing these.

A major barrier that visitors face is the cost of entry to our sites and temporary exhibitions and we have a concessionary ticket system in place that reduces the cost of entry to qualifying visitors.

To be eligible for the concessionary rate, you must receive one or more of the following:

- Disability Living Allowance
- Personal Independence Payment
- Job Seekers Allowance
- Employment and Support Allowance
- Income Support
- Council Tax Support
- Housing Benefit
- Universal Credit
- Or be a Student (18+)

Please note that BMT reserves the right to ask for evidence of status or receipt of benefits before issuing any such concessionary tickets. Please note that the above concessionary rates apply only to the named individual supplied on the evidence submitted and not to the entire party. Multiple members of a party wishing to claim the concessionary rate of entry will need to evidence their receipt of one or more of the above criteria.

Personal Assistants

BMT welcomes personal assistants with those visitors that require them. Currently, we will permit one personal assistant free entry to the museum to accompany those in receipt of Disability Living Allowance or Personal Independence Payment.

For those persons that may require multiple personal assistants, prior arrangements must be made with the Museum Manager or equivalent and written evidence of this requirement may be asked for before entry is permitted.

Due to our adherence to health and safety guidelines, we cannot allow anyone under the age of 16 years to be a personal assistant to another person.

Memberships, Membership Plus and Life Memberships

Memberships will be issued in line with the standard ticket policy above. Memberships are available at the standard or concessionary rates as detailed above and personal assistants can also be included on such. Evidence of Disability Living Allowance or Personal Independence Payments will be requested before personal assistants are included on a membership. Multiple personal assistants can be catered for but only with prior arrangement with a Museum Manager or equivalent and upon production of suitable evidence of their requirement.

Memberships for concessions are subject to the same restrictions as standard memberships in that photo ID may be requested as proof of ownership on every visit.

Group Entry

We encourage group visits be they a school, social group, special-interest group, large family or organisation. The classification of a group is ten or more people visiting at the same time.

As noted above, BMT will allow free personal assistant places to disabled visitors but as personal assistants rather than visitors, they will not contribute towards the minimum number of ten people that are required to form a group.