

Who can use an Essential Companions ticket/pass?

A Essential Companion must be over 14 years of age and capable of assisting the guest who has the disability. The Essential Companion would be expected to understand the disabled person's condition and assist them in managing it for the duration of their visit.

What documentation do you require for a Essential Companion ticket?

Guests who have the following documentation are entitled to one free Essential Companion ticket. However, the guest with the disability and any further members of their party will pay full price. Please show the relevant paperwork as well as suitable photo ID of the named recipient at Ticket Sales & Collections, located on the main entrance plaza. For proof of disability, please bring any ONE of the following forms from the list below.

Accepted documentation for Essential Companion tickets

- Entitlement to Disability Living Allowance for children under 16 or DLA/Personal Independent Payments (PIP) for those aged 16-64, either in the form of a letter stating that the benefit has been awarded, or the actual Allowance book.
- Attendance Allowance or Essential Companion's Allowance letter of award.
- Incapacity Benefit books, or a letter notifying the recipient that the benefit has been awarded Incapacity Benefit, Employment Support Allowance (ESA). Disability Student's Allowance (DSA) or DID card (UK Disabled ID Card)
- A valid Blue Badge.
- In the case of visual impairment, a registration card known as the BD8 or a Certificate of Visual Impairment (CVI).
- Credibility's Access Card with the Essential Companion/companion symbol.

Please be aware we are unable to accept letters or care home identification cards as proof of entitlement for an Essential Companion ticket. A letter can be provided to confirm that 2:1 care is required.

Disabled guests who have a specific need to a second helper/ Essential Companion, can request a second Essential Companion ticket, however documentation will be needed to show the need for this additional Essential Companion.

Accepted documentation for Second Essential Companion Tickets

- Entitlement to Disability Living Allowance for children under 16 or DLA/Personal Independent Payments (PIP) for those aged 16-64 that states additional Essential Companion support.
- Attendance Allowance or Essential Companion's Allowance letter of award that states additional Essential Companion support.
- A registered GP or NHS letter or direct email sent in a secure, non- editable format notifying the recipient requires additional Essential Companion support.
- Credibility's Access Card with the +2 or higher Essential Companion/companion symbol.
- The documentation for eligibility of a second Essential Companion needs to be dated and issued within the past 2 years. Without evidence of a second Essential Companion/helper, standard admission rates apply.

How do you collect a Essential Companion ticket?

You can collect your Essential Companion ticket on the day of your visit. Please rest assured we have reserved allocation for Essential Companions tickets. Simply head to Ticket Sales and Collection on the main entrance plaza and speak to our fantastical admissions team who will be happy to assist.

Do you offer a free Essential Companion ticket for Alton Towers Waterpark if I am disabled?

Disabled guests can collect a free Essential Companion ticket when providing proof of disability on arrival at the Waterpark reception.

Please note that the Essential Companion must be 14 years or over and our standard adult to child ratios apply.

Unfortunately, we will not be able to issue Essential Companions tickets without seeing the below documentation. **Please note, each disabled guest must provide documentation from the list below to receive a Essential Companion ticket.**

Accepted documentation for Essential Companion tickets.

- Entitlement to Disability Living Allowance for children under 16 or DLA/Personal Independent Payments (PIP) for those aged 16-64, either in the form of a letter stating that the benefit has been awarded, or the actual Allowance book.
- Attendance Allowance or Essential Companion's Allowance letter of award.
- Incapacity Benefit books, or a letter notifying the recipient that the benefit has been awarded Incapacity Benefit, Employment Support Allowance (ESA). Disability Student's Allowance (DSA) or DID card (UK Disabled ID Card)
- A valid Blue Badge.
- In the case of visual impairment, a registration card known as the BD8 or a Certificate of Visual Impairment (CVI).
- Credibility's Access Card with the Essential Companion/companion symbol.

Please be aware we are unable to accept letters or care home identification cards as proof of entitlement for a Essential Companion ticket.

A letter can be provided to confirm that 2:1 care is required.

Disabled guests who have a specific need to a second helper/Essential Companion, can request a second Essential Companion ticket, however documentation will be needed to show the need for this additional Essential Companion.

Accepted documentation for Second Essential Companion Tickets

- Entitlement to Disability Living Allowance for children under 16 or DLA/Personal Independent Payments (PIP) for those aged 16-64 that states additional Essential Companion support.
- Attendance Allowance or Essential Companion's Allowance letter of award that states additional Essential Companion support.
- A registered GP or NHS letter or direct email sent in a secure, non- editable format notifying the recipient requires additional Essential Companion support.
- Credibility's Access Card with the +2 or higher Essential Companion/companion symbol.
- The documentation for eligibility of a second Essential Companion needs to be dated and issued within the past 2 years. Without evidence of a second Essential Companion/helper, standard admission rates apply.