

# Wash-CAP

## The Washington State Communication Access Project

(Top half of page:)

TO THEATER STAFF: PLEASE GIVE THIS FORM TO YOU MANAGER and please provide me with the manager's email, so I can send an electronic copy tomorrow

Name: \_\_\_\_\_

I attended (name/location of theater) \_\_\_\_\_ on (date) \_\_\_\_\_ to see  
(name of movie) \_\_\_\_\_ at (time) \_\_\_\_\_

There were \_\_\_\_\_ (number of people) in my party.

I asked for the following accessibility devices:

Closed caption device

assistive listening device with headset

assistive listening device receiver and neckloop

THANK YOU!!! My request was successful. Your staff was well-trained, knew what I was asking for, and was able to locate the device quickly, so that I didn't have to miss any of the movie. The device(s) were in good working order, well-maintained, the battery was charged, and the system in the theater functioned well. Because of these devices, I was able to fully enjoy the movie.

I am sending a copy of this form to (hearing loss organization)

\_\_\_\_\_

so they can spread the word about my favorable viewing experience.

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(bottom half of page)

TO THEATER STAFF: PLEASE GIVE THIS FORM TO YOU MANAGER and please provide me with the manager's email, so I can send an electronic copy tomorrow

Name: \_\_\_\_\_

Contact information: \_\_\_\_\_

I attended (name/location of theater) \_\_\_\_\_ on (date) \_\_\_\_\_ to see  
(name of movie) \_\_\_\_\_ at (time) \_\_\_\_\_

There were \_\_\_\_\_ (number of people) in my party.

I asked for the following accessibility devices:

- Closed caption device
- assistive listening device with headset
- assistive listening device receiver and neckloop

MY REQUEST WAS NOT SUCCESSFUL BECAUSE: (check all that apply)

- Your staff did not understand my request
- Your staff couldn't find the device(s) or told me the theater does not have them
- Your staff did not want to take the time to respond to my request
- staff problem (Other) \_\_\_\_\_
- the device did not work because the battery was not charged
- the device was not maintained (i.e. scratches on viewing surface, not clean, not working)
- you did not have the device I requested which was \_\_\_\_\_
- you had an assistive listening receiver, but did not have a neck loop to use with it
- the device did not function in the theater (i.e. static or noise only)
- device problem (other) \_\_\_\_\_
- the device was not available for the movie showing I wanted to attend

When I told your staff about the problem, they responded by

\_\_\_\_\_

This response was  satisfactory  not satisfactory

Please contact me at the email or phone number listed to follow up, and let me know what you plan to do to correct this problem in the future.

I am sending a copy of this form to (hearing loss organization)

\_\_\_\_\_

For Theater Management:  We would benefit from consulting with you about what you need.