



Accessibility Guide for The Grand Pier

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This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for Grand Pier Limited

Introduction

Weston super Mare is an Edwardian seaside resort in Somerset. It is located on the Bristol Channel coast, 18 miles south west of Bristol. Weston super Mare remained a small village until the 19th century, when it became a seaside resort and was connected with local towns and cities by the railway.

Situated in the middle of Weston super Mare's beautiful coastline, the award winning Grand Pier, re-opened in October 2010 following a devastating fire. The Pier sits proud in the middle of the bay as the beating heart of this Edwardian coastal town. The Grand Pier tells the story through its information boards of its history and place in Weston super Mare as its largest attraction, from 1904 to the present day. The Grand Pier is situated on Marine Parade in Weston super Mare which is a flat promenade with a recently refurbished Princess Royal Square opposite.

The entrance to the Grand Pier is easily accessible and has a gradual incline to reach the waist of the Pier (the narrower walkway). The entrance has red

brick pavements and leads to the narrow walkway which is traditional wooden slatted boards.

The Grand Pier is based on two floors with lift and escalator access to both floors. Functions and events may also be held on the third floor of the Pier which has lift access only.

You should allow at least an hour to go around the attraction using our free Pavilion guide which is available on site. If you book a special tour, you will see a presentation about the story of the Pier from the Victorian times to the present day. We encourage visitors to read the historical facts dotted around the attraction and in the House of Mirrors. A hearing loop is available on site.

You can also enjoy our restaurant and café/bar facilities all of which are situated on the ground floor with step free access. Our retail shop is situated on the first floor and is accessible by lift and escalator.

Wheelchairs are available for hire as well as other mobility aids from the Sovereign Centre opposite the Grand Pier through Ezeemobility whose telephone number is 01934 420410.

Staff are on hand throughout the Grand Pier should you require any assistance.

We look forward to welcoming you. If you have any queries or require any assistance please phone

019340620238 or email info@grandpier.co.uk.

Pre-Arrival

- For full details and maps of how to reach us please see the directions section of our website. Alternatively, you can plan your journey by car or public transport using a journey planning website; simply enter your postcode and our which is BS231AL to get directions.
- The nearest railway station is Weston super Mare which is a ten minute walk to the Grand Pier and is located 0.8 miles away. Taxis are available at the station. If you require an accessible taxi you can book this in advance, through Apple Central on 01934 413413.
- The nearest bus stop is 20 yards from our main entrance. Ask the driver for the Grand Pier stop on Marine Parade. There is a shelter and seating. All buses can accommodate one wheelchair. The X1 bus stops on the bus stop directly outside the Grand Pier,
- The main road outside the attraction has a wide pavement and a smooth surface.
- Our brochure is available in larger print on request.

Car Parking and Arrival

- There is no parking available on site however the bus stop 20 yards from our main entrance also acts as a drop off and pick up spot for our visitors
- The nearest offsite car parks are at the Sovereign Centre which is 300 yards from the main entrance. The car park is well lit at night with plenty of directional signage. This car park is located in St Margaret's Terrace and you can access directions using your own postcode and the postcode for the car park which is BS23 1AH. There is a charge of £1.20 for one hour rising to £10 for 24 hours. 4-12 hours are at a discounted rate of £5. You will need to take a yellow token at the entry barrier and the pay stations are on the ground floor of the car park.
- The main doors to the Pavilion building are automatic and are 1800mm wide.

Main Entrance, Reception and Ticketing Area

- The main entrance and ticket area is situated on the ground floor with step free, level access throughout. In quieter times, tickets can be purchased from the retail shop on the first floor which is accessible by lift or escalators. The retail shop has no doors on it and therefore has

easy access into the shop with a smooth level floor.

- The floor surface is tiled.
- The area is evenly and well lit with overhead lighting.
- The main Pavilion area has several hundred machines in it with LED lighting, some flashing and music.
- The ticketing desk on the ground floor has a lowered section for ease.
- The change machines are easily accessible from a wheelchair and cups for coins are available at the same height if you are changing notes
- The ticketing desk has a glass screen to aid lip reading and visitors with a visual impairment. We have a hearing loop installed throughout the building
- We have access to one wheelchair which is available on loan free of charge but which needs to be booked in advance

Attraction (displays, exhibits, rides etc.)

- The site hosts 14 rides and attractions and over

500 family arcade machines to play

- All of these are situated on the ground and first floors of the attractions. The ground floor has a tiled surface throughout, is well lit and has wide corridors between machines
- The first floor is accessible from the lift and escalator, has a tiled floor and wide corridors for easy access
- Outside of the attraction, from the walkway at the shore end of the Pier, we have a number of historical and educational facts about the area in which we are situated, the Pier and its history and the rebuilding of the new Pavilion building which opened in 2010.
- All of our facts can be accessed from a sitting or standing position.
- We have two self-service cafes, one on the first floor called Adventure Cove and one on the ground floor called Boardwalk as well as an a la carte restaurant – Tiffanys - which is table service at the very end of the Pier with wonderful views on three sides of the estuary. All doors to these as well as the bar on the ground floor are at least 900mm wide for easy access. You can access Tiffanys either through the main Pavilion building or to the left/South side

of the Pavilion through the bar conservatory. Both routes are level and with wide doors for easy access. The conservatory route avoids the arcade altogether.

- Individual bench seats are dotted throughout the perimeter of the Pier as well as gaps for wheelchairs and mobility scooters so that visitors can soak up the wonderful view and watch the world go by.

Public Toilets

- Public toilets are located on each level of the Pier Pavilion with level access on the ground floor, as well as the upper floors.
- These toilets have a unisex accessible toilet, and are described as light, easy open door 900mm transfer space to the left of the toilet when facing the toilet
- The toilet height is 400mm
- There are vertical rails both sides of the basin and toilet
- There is a horizontal rail on the side wall adjacent to the toilet
- The floor is Altro and the basin and toilet are both white

- A flashing light when the fire alarm sounds
- An emergency alarm pull cord
- The toilets are well lit with a low level pull cord
- The flooring is non slip laminate
- There are lever taps on the sinks

Catering

- All restaurants on all floors have step free level access from the entrance
- All doors are at least 900mm wide in all restaurants and cafes
- Tables are well spaced apart with a clear height from the floor of 700mm with chairs without arms
- Lighting in all areas is natural daylight with overhead lighting used
- The flooring in our café is altro non slip. The flooring in our a la carte restaurant is solid wood. The flooring on the first floor is altro non slip
- Whilst two of our cafes are self service, we will always assist our visitors upon request. Our third restaurant Tiffanys is table service and the

home of the traditional afternoon tea with tiered cake stands and home made scones

- All specials in the a la carte restaurant are set out on a blackboard daily. Staff will always read out the menus for our visitors upon request
- Crockery is white in contrast to the colour of our tables in all of our food outlets
- There are two accessible toilets on each floor within 50 10 feet of a café or restaurant

Shop(s)

- There is a shop with a range of souvenirs and books which can be accessed directly from the main entrance on the first floor of the Pavilion building
- There is also a shop on the way out of the attraction towards the shore of the Grand Pier
- Both shops are level throughout
- The first floor shop has no doors so is easily accessible and has plenty of room around the aisles
- The shop on the way out of the attraction has a glass door which is 850mm wide and manual
- A low level desk and counter are situated in both

shops

- There are tall display racks and low level gondolas as well as wall mounted goods for easy access
- There is a video screen playing a film of the history of the Grand Pier and its rebuild which is available for sale along with a Grand Pier book on the rebuild
- The counter has a hearing loop video
- Staff are available for assistance if required

Additional Information

- All of our staff receive regular training that includes disability awareness training
- We have a set of evacuation procedures - should you require it someone will assist you with evacuation either out of the building or to a refuge. We have safe lifts and evacuation chairs to assist.
- All of our information is available in large print
- We welcome trained assistance dogs. A water bowl can be provided upon request
- Our signage uses Helvetica font across our site
- We can offer a list of accommodation providers

and their access statements upon request

Future Plans

- We always appreciate your feedback regarding our access statement. If you have any suggestions for improvement your comments are very welcome
- Our website has recently been mobile enabled

Contact Information

Address (Inpostcode): Marine Parade Weston
super Mare Somerset BS23 1AL

Telephone: 01934 620238

Email: info@grandpier.co.uk

Website: www.grandpier.co.uk

Hours Of Operation: Open daily from 10am. Closing times vary. Closed Christmas Day.

Local Equipment Hire: Ezeemobility Sovereign
Centre St Margarets Terrace Weston super Mare
BS23 1AH Tel: 01934 420410

Local Accessible Taxi: Apple Central Taxis 01934
413413 X1 First Group Bus

Local Public Transport: X1 First Group Bus

