

# GRAND PIER

## WESTON-SUPER-MARE

### My Grand Pier Card - Terms and Conditions

1. The My Grand Pier Card is exclusively available residents living in households within the following postcodes; BS21, BS22, BS23, BS24, BS25, BS26, BS29, BS48 and BS49.
2. Applications can be made online and in person. Collections must be in person with a valid photo ID and supporting documentation.
3. Proof of residence must be presented at the time of application in paper or digital format as well as Photo ID (passport/driving licence). This may be any document from the following list, dated within the last 2 months, that clearly shows your home address: council tax bill (preferred proof of residence), latest utility bill (gas, electricity, water, telephone or television licence), bank / mobile phone statement. No other documents will be accepted.
4. The My Grand Pier Card is valid continuously until withdrawn at any time at the discretion of the Grand Pier. Any address, email or phone number changes must be given to the Grand Pier as soon as possible.
5. Children under 15 must be accompanied by an adult (age 18+) when using the My Grand Pier Card.
6. Maximum of six family members per card.
7. The cardholder may be asked for a form of ID (bank card, driver's license) when visiting.
8. The My Grand Pier Card is not transferable and may only be used by the household it is registered to. It cannot be sold or given to a third party. The My Grand Pier Card may be withdrawn if it is used by anyone fraudulently.
9. My Grand Pier Card holders are eligible to free entry to the Grand Pier during normal opening hours. Free entry is only permitted on presentation of a valid My Grand Pier Card. All My Grand Pier Card holders are eligible to 10% off any food, drink, retail or ride wristbands, as well as discounts on selected events.
10. Photocopies or photos of My Grand Pier Cards are not accepted.
11. Opening and closing times, admission prices and events are subject to change without prior notice. For technical/operational reasons entire attractions or facilities within the Grand Pier may be unavailable, closed or removed at any time without prior notice.
12. Should the Grand Pier reach maximum visitor capacity, we are unable to give priority to My Grand Pier Card holders.
13. Discounts cannot be given without presenting a valid My Grand Pier Card.
14. Replacement of a lost or damaged card may be subject to an administration fee for re-issue. Proof of residence will be needed to issue a replacement card.
15. If the My Grand Pier Card is lost or damaged whilst the card holder is on the pier, a member of the retail team can suspend the account until a new card is issued. Proof of address must be supplied.
16. The Grand Pier may suspend or terminate your My Grand Pier Card and revoke or limit any or all of the rights and privileges granted at any time without notice, liability, reimbursement or compensation. In the event of any such act all credits benefits and prizes will be voided.
17. My Grand Pier Cards may not automatically be renewed.
18. My Grand Pier Cards may entitle the holder to further discounts and offers. These will be communicated to cardholders during the course of the year.
19. Events, concerts and extra activities at the Grand Pier may require cardholders to pay entrance fees.
20. My Grand Pier Card remains the property of the Grand Pier and management reserve the right to refuse entry for any reason.
21. My Grand Pier Cards must be collected within 4 weeks of online registration. If it is not collected within this time frame you will need to reregister.

#### Your information and what we will do with it:

The Grand Pier will collect your personal information to confirm that anyone applying for a Resident Card is eligible. All information necessary to confirm that eligibility, together with a photograph, will be stored by the Grand Pier until such time as the My Grand Pier Card expires, is withdrawn or the holder of a My Grand Pier Card surrenders it to the Grand Pier. We will use your information in accordance with the Grand Pier's Privacy Policy