

My Grand Pier Card – Terms and Conditions

1. The My Grand Pier Card is exclusively available residents living in households within the following postcodes: BS22, BS23, BS24, BS29.
2. Applications must be made in person at the Grand Pier Gift Shop on the first floor.
3. All applicants must be present and applications cannot be made for anyone not present, including people living within the same household.
4. 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.
5. The My Grand Pier Card is valid at the Grand Pier for 12 months from the date of issue and may be withdrawn at any time at the discretion of the Grand Pier.
6. Children under 15 must be accompanied by an adult (age 18+) when using the My Grand Pier Card.
7. Maximum of 6 family members per card.
8. The cardholder may be asked for a form of ID (bank card, driver's license) upon visiting.
9. The My Grand Pier Card is not transferrable 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 confiscated if it is used by anyone fraudulently, and not re-issued.
10. 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.
11. Photocopies or photos of My Grand Pier Cards are not accepted.
12. 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.
13. Should the Grand Pier reach maximum visitor capacity, cardholders may be refused entry or asked to wait until visitor numbers decrease to an acceptable level. In this instance, no priority will be given to cardholders.
14. Failure to present a valid My Grand Pier Card will result in chargeable entry and all purchases and during the visit will be charged at full price. All charges will be non-refundable.
15. Replacement of a lost or damaged card may be subject to an administration fee for re-issue before the expiry date. Proof of residence will be needed to issue a replacement card.
16. 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.
17. 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 to you at any time without notice, liability, reimbursement or compensation. In the event of any such act all credits benefits and prizes will be voided without compensation and may not be used.
18. My Grand Pier Cards may not automatically be renewed. Please ensure that you visit the Grand Pier before the expiry of your My Grand Pier Card to apply for renewal.
19. 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. These offers can be withdrawn or changed at any time, without prior notice.
20. Events, concerts and extra activities at the Grand Pier may require cardholders to pay entrance fees.
21. The My Grand Pier Card remains the property of the Grand Pier and management reserve the right to refuse entry for any reason.
22. My Grand Pier Cards must be collected within 4 weeks of when it was registered for online. If it is not collected within this time frame you will need to re-register.
23. Proof of residence must be presented at the time of application in paper or digital format as well as Photo ID (passport/driving licence) when collecting your pre-registered My Grand Pier Card. 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.

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.