

Last updated: 12 March 2020

Response to coronavirus

With COVID-19 developing in so many countries around the world, the Grand Pier is committed to adhere to the strictest of World Health Organisation advice, and the protocols advised by local and international authorities.

The wellbeing of our visitors and our staff is our absolute priority, and you can be assured that health and safety has our complete attention.

All Grand Pier employees are fully aware of the current requirements and are undertaking extreme levels of health and safety to ensure that the highest possible hygiene standards are maintained, throughout every aspect of our business.

In addition to our customary high standards of hygiene, we've implemented a heightened cleaning regime across the entire site.

Due to uncertainties about the effectiveness of hand sanitiser, we are focusing our efforts on ensuring our facilities are well-stocked with hand soap and we are replenishing this with increased frequency. In addition to this, NHS guidelines and hygiene posters are displayed in all public and staff areas. All staff members are using their own reusable water bottles and cups. These measures have been in place across the business for some weeks.

We are thankful to have experienced no cases of COVID-19 among our employees, and recent events have had no impact on our capacity to open the Grand Pier to visitors, neither have they affected our ability to deliver our usual high standards of customer service.

It is of vital importance for us to be in a position to ensure that procedures are in place to support the ongoing health and wellbeing of our staff and visitors. We are following developments on a regular basis with intense scrutiny.

We would like to take this opportunity to thank you for your continued support and loyalty.

If you have any further questions, please contact us on 01934 620238.

We look forward to seeing you soon,

The Grand Pier Management Team.