



The Clacton Pier Company Ltd

Disability Policy

Clacton Pier places great importance on the safety of its guests and endeavours to ensure that its high standards are met by all persons visiting the Site. Please assist us in ensuring our Site and its facilities remain a safe place in which to enjoy fun and exciting experiences.

In these Entry Conditions, the following definitions shall apply

Site: Clacton Pier

1 INFORMATION ABOUT US

1.1 Clacton Pier/'Us'/'We': Clacton Pier Company Limited (Company No. 06675051) whose registered office address is at No 1 North Sea, Clacton-on-Sea, Essex CO15 1QX

1.2 You are admitted to this Site subject to the following Entry Conditions. If you do not comply with them, you may be removed from the Site by Clacton Pier personnel, security or police officers, without any right to a refund. This is without prejudice to any claim that we may have against you or arising out of your actions. Whilst inside the Site, you must comply with any reasonable instructions given to you by Clacton Pier personnel or any third party instructed on behalf of Clacton Pier.

1.3 This 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.

2 ACCESS BAND AND ENTRY CONDITIONS

2.1 To assist our guests who have a physical or mental disability that restricts their use of our attractions we offer an access band to enable a carer to assist or accompany them on our rides.

2.2 Please note that having a registered disability does not mean you automatically qualify for your carer to obtain an access band.

2.3 If a disabled rider requires the assistance of a carer then the disabled rider will need to purchase either a wristband or credits.

2.4 The carer will be issued an Access Band free of charge, on production of the required documentation to the Ticket Box outlined under Eligibility below.

2.5 The carer with the Access Band must be accompanied by the rider who also will be required to wear an Access Band.

2.6 Visitors must be present on all attractions for the carer to ride utilising their access band.

2.7 Individual ride requirements and restrictions will apply.

3 ELIGIBILITY

3.1 For the access band to be issued, we will accept the following documentation as proof of eligibility:

3.1.1 Disability Living Allowance (DLA) letter dated within the last 12 months, showing that you receive the higher rate mobility component. This information is found at the bottom of the first page of the DLA letter;

3.1.2 A valid Blue Badge, displaying both front and back sides. Clear photocopies or photographs will be accepted;

3.1.3 A letter from a registered GP/Doctor dated within the last 2 years, stating your need for a carer's assistance.

3.1.3 Personal Independence Payment (PIP) letter dated within the last 12 months, showing that you receive the higher rate mobility component. This information is found at the bottom of the first page of the DLA letter;

3.1.4 Access Card. Please note that this card does not give you queue jump for any attractions.

3.2 We do not accept other forms of documentation that do not explain the nature of the disability.

4 RESTRICTIONS

4.1 The access band is only valid across the site, with the exception of the Go Karts and the Lanes Bowling.

4.2 All ride height restrictions and rules apply.

4.3 All standard Fun Card, Big Day Out Band and Annual Pass Terms and Conditions apply.

5 ISSUE

5.1 The access band can only be issued from the Ticket Office during Ticket Office opening hours, and the Lanes Bowling Reception and is valid only on the day of issue.

5.2 For health and safety reasons, the access band may only be issued to a carer who is 16 years of age or older.

6 TICKETS AND PRICES

6.2 There are no discounted rates for guests with disabilities.

6.2 We recognise that a person's ability may not make all of our rides suitable for guests. As an alternative to our Big Day Out Band or Annual Pass products, you are welcome to purchase individual credits on a Fun Card. N.B. These are governed by all Fun Card Terms and Conditions.

7 FAST TRACK AND QUEUES

7.1 We are unable to offer a Fastrack access to the Rides or Attractions due to limited size of our site.

8 ASSISTANCE ANIMALS

8.1 We only allow registered assistance dogs on to the site. All assistance dogs must:

8.1.1 Be on a lead or harness at all times;

8.1.2 Must be trained or in training;

8.1.3 Are not permitted on any of the rides;

8.1.4 Must remain with a guest at all times and not be left unattended;

8.1.5 Must not foul the premises. In the unfortunate event that a dog fouls, please ensure that this is cleaned up immediately for the health and safety of all guests. If you are unable to comply with this condition, please alert a member of staff without delay;

8.1.6 Must lie or sit quietly by its owner in all food and beverage outlet.

8.2 If at any point an assistance dog is under distress or is not behaving in the manner expected, as described by the Equality and Human Rights Commission advice and guidance, we will endeavour to make reasonable adjustments were possible. However, we may advise you to leave the site if necessary.

9 TOILETS

9.1 Disabled toilets are located in the Boardwalk Bar and in the Main Toilet Block halfway down the Pier on the left-hand side. We do not currently have a Changing Places toilet on site. The closest can be found at West Greensward on Clacton seafront.

10 RIDE DECK, PIER NECK, PIER HEAD AND BERTHING ARM

10.1 Clacton pier is over 150 years old and this age is reflected in areas of the pier structure. Persons entering the site are accepting they must take reasonable steps and remain observant particularly when proceeding on the boarded areas due to level differences, trips and slippery surfaces particularly when wet and in the winter period. Appropriate footwear must be worn. High heeled footwear or bare feet are not advised.

10.2 Wheelchair users are advised to take particular care when proceeding along the boarded areas due to gaps between the boards.

11 OTHER

11.1 Should you have a temporary condition where you are not registered disabled, but you believe may affect your experience on Site, we are able to advise on making an adjustment for your visit on a case-by-case basis.

11.2 These terms and conditions and all matters arising under it shall be governed by English Law and the parties submit to the Jurisdiction of the High Court of Justice in England and Wales.