

COVID 19

Protecting our Guests and Employees

Summer 2020

**BRIGHTON
PALACE PIER**

PROTECTING THE QUEEN OF PIERS

At Brighton Palace Pier our mission is to create truly memorable experiences and we place the **utmost importance on the safety and wellbeing of our guests and employees.**

We have introduced a range of new health and safety measures that will seek to reduce the risk associated with the presence of COVID -19 that are in line with government advice and the requirements of local health authorities.

Some of the measures set out below may be clearly visible to you from the moment you arrive at Brighton Palace Pier and others require consideration from guests to help ensure **everyone has a safe visit.**



BEFORE YOU ARRIVE

Please ensure you have made your wristband and restaurant **booking online if you can.**

Before leaving home, **check our website and social media pages for the latest information.**

Please be ready to make on-site payments using a **contactless bank card**, rather than cash where possible.

We politely request that you refrain from visiting us **should you start displaying any of the symptoms associated with COVID-19.** Please contact us should you need to amend your booking.



ON ARRIVAL AT BRIGHTON PALACE PIER

We have **reduced our daily capacity**, this is to allow for social distancing and the best possible guest experience. Guests will notice **new information signage** telling them of key safety messages and instructions.

In addition to our employees undergoing daily non-invasive **temperature checks**, we may also require our guests to participate in such checks as a condition of entry.

Any person who displays a high temperature associated with a fever will not be permitted onto the Pier.



SOCIAL DISTANCING MEASURES WITHIN BRIGHTON PALACE PIER

We have introduced new arrangements for the application of **social distancing within queues**. Clear markers or signage has been installed. This is to help keep visitors a safe distance from one another. Our employees will monitor the queues to ensure that social distancing is maintained. We have introduced new arrangements for the application of **social distancing in our dining areas**. Tables and chairs have been reconfigured to ensure enough distance between seated parties. Where strangers are seated together, seats will be removed or blocked to ensure there is a suitable gap between visitors.

We have developed customised plans for the application of **social distancing on our rides and in our arcades**, in order to minimise contact between parties, these include empty rows and leaving empty seats between guests in ride vehicles.

We have introduced **new capacity limits for our indoor experiences and facilities** (for example Palm Court Restaurant, Bars and Arcades). These restrictions will help ensure there is plenty of room for social distancing. We have adapted or suspended some experiences and facilities to ensure that social distancing is suitably maintained. For example, some Games, Palace Play area and Photo Boards.

We have installed new **hygiene screens on all of our service points** to help physically separate guests from employees. We have **revised some of our standard operating protocols** in order to reduce the proximity of our employees to guests, these include the way we carry out security searches on admission and how we perform height checks for our rides.



HYGIENE AND DISINFECTION MEASURES

We have introduced **Enhanced Cleaning** measures. Throughout the day, we will frequently disinfect high frequency touch points, such as tables and chairs, grab and flush handles, ride restraints and seats, door handles, touch plates and taps. We have introduced new **Deep Cleaning** measures in the event that a person presents themselves with symptoms consistent with COVID – 19.

We have introduced a **large number of hygiene stations/hand sanitiser dispensers** around the pier for guests to use. We have introduced new **Personal Protective Equipment (PPE)** requirements for a range of activities that employees routinely perform. These include face masks, disposable gloves, eye protection and hand sanitiser. The use of such equipment and clothing by our employees is both to protect them and our visitors.

We have introduced **new menu offerings** across many of our food outlets to place a better emphasis on 'Grab and Go' options.

Cutlery and condiments will now be provided to guests with their meal, or on request, rather than left in open areas. As with our employees, we politely request that all our guests **uphold the highest possible hygiene standards** – whether it be when sneezing or coughing, through regular hand washing or the frequent application of hand sanitiser.

Our employees now participate in **COVID – 19 specific training programmes** instructing them how to stay safe as well as how to keep our guests safe.



We hope that these new health and safety measures provide our guests with confidence and eagerness to visit Brighton Palace Pier. These are unprecedented times for everyone, and whilst every effort is being taken to protect the safety and wellbeing of our visitors, everyone should inform themselves of the risks, conditions and personal responsibilities before they visit.

We thank you for your custom and understanding.

Now, let's make memories together!

**BRIGHTON
PALACE PIER**