

Statement issued 24th June 2021 by Anne Ackord,
Chief Executive, The Brighton Pier Group PLC

It has been brought to our attention today that, due to a processing error by our payment provider Worldpay, several hundred customers of Brighton Palace Pier have been overcharged by considerable sums for ride tickets.

We understand from Worldpay that the error meant that one batch of payments used the figures of the date of the transaction as the amount spent, resulting in serious over-charging. A number of our customers contacted Worldpay, who refused to engage with them on the grounds of data protection.

As soon as we discovered that this serious error had occurred we entered into discussions with WorldPay - who have accepted full responsibility – to ensure that refunds are processed without delay.

The money wrongly debited from our customers' bank accounts will be refunded by Worldpay at the earliest opportunity and any associated bank charges that they might have incurred will also be returned to their accounts.

Brighton Palace Pier would like to apologise profusely to customers who have been affected by this error and assure them that we have reacted swiftly and decisively to ratify the situation.

Worldpay, stated in a letter to us "I'd like to offer my personal apologies for this issue and any inconvenience caused...Worldpay will correct these errors by processing a credit on the affected customers' accounts today to remove the debited amounts that were applied in error and any bank charges that may have been incurred...I can offer no excuse for the fact that your customers were debited incorrectly."

ends

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