

<p><b>What will the Centre trading hours be?</b></p>	<p>The trading hours will return to as they were before lockdown:</p> <p>Monday – 8am to 6pm  Tuesday – 8am to 6pm  Wednesday – 8am to 6pm  Thursday – 8am to 6pm  Friday – 8am to 6pm  Saturday – 8am to 6pm  Sunday – 10am to 4.30pm</p>
<p><b>Where do I enter or exit the centre?</b></p>	<p>You are able to access the centre via all of the centre entrances.</p> <p>The Link Bridge is open Monday to Saturday 8.00 a.m. to 6.00 p.m. Sunday 10.00 a.m. to 4.30 p.m.</p> <p>Victoria Multi Storey Car Park's opening times have now returned to as they were before lockdown:  <a href="https://www.harrogate.gov.uk/directory_record/41/victoria_multi_storey_car_park_harrogate">https://www.harrogate.gov.uk/directory_record/41/victoria_multi_storey_car_park_harrogate</a></p> <p>All doors will be held on the auto open position weather permitting.</p>
<p><b>Which stores will be open from the 15<sup>th</sup> June?</b></p>	<p>Store re-opening dates and hours may vary, please visit the Victoria Shopping Centre COVID-19 information page on the website for a full list of stores.</p>
<p><b>What is the centre doing to observe physical distancing when customers visit?</b></p>	<p>The centre has installed adequate signage to show the 2-metre physical distancing. There is also a one-way system in place, as we ask shoppers to please 'keep left'.</p>
<p><b>How will you implement physical distancing in public areas?</b></p>	<p>In order to ease congestion within footpath and mall areas, we have removed mall seating, massage chairs and kiddie car rides. The Customer Service Officers will be on patrol to remind customers of the rules. We will also implement, where required, barrier and queuing systems.</p>
<p><b>Will the centre have hand sanitising stations?</b></p>	<p>Yes, there are now 22 hand sanitising stations throughout the centre, located at entrances, likely queuing places and toilets.</p>
<p><b>What cleaning practices are in place for centre common part areas?</b></p>	<p>The centre has been thoroughly deep cleaned before reopening and will continue to receive daily deep cleans to maintain the high levels of cleanliness.</p>
<p><b>Will there be queues outside shops and will there be appropriate signage to observe physical distancing?</b></p>	<p>Yes, where this is required or practical to do so, barrier and queuing systems will be put in place. Please speak to the security officers who will be on patrol for guidance.</p>
<p><b>Will the public toilets be open?</b></p>	<p>No, when the centre opens initially, we will not be opening the public toilets. We want to review our new processes and only when safe to do so, and confident social distancing will work, will we open them.</p>

<p><b>Will the lifts and escalators be operational?</b></p>	<p>Upon reopening only one mall lift will be in use and servicing the ground floor, 1<sup>st</sup> floor and 2<sup>nd</sup> floor TK Maxx. Only one person or household is admitted per lift to ensure physical distancing is adhered to.</p> <p>Sports Direct will use the alternate lifts but HMV and TK Maxx will suspend operation from admitting people on levels 1 and 2.</p> <p>Escalators will be operating and roller banners will be at all escalator points asking shoppers to keep five steps apart.</p> <p>We expect high demand for elevators and escalators at peak times and waiting areas will be designated.</p>
<p><b>Will cash machines be operating on site?</b></p>	<p>Yes, the cash machines are operating on site.</p>
<p><b>How will emergency evacuation procedures work in practice with physical distancing guidance in place?</b></p>	<p>We recommend that customers disperse away from the building rather than going to the assembly point, with lead fire wardens only attending the assembly point.</p>
<p><b>How will you look to deliver first aid if it is needed?</b></p>	<p>We will continue to administer first aid to those who require it. Our front line first aid responders will have adequate PPE and will have completed updated training.</p>
<p><b>What is the protocol for reporting suspected cases of COVID-19?</b></p>	<p>Please report any cases to the Centre Management Team on 01423 569550.</p>
<p><b>Do I need to wear a face covering whilst at the centre?</b></p>	<p>In line with the <a href="#">Government Face Covering Guidance</a>, as of Friday 24<sup>th</sup> July, it is mandatory to wear a face covering whilst shopping. Customers are asked to protect themselves and others by wearing a face covering both in the shopping centre and also in our stores.</p>