

What will the Centre trading hours be?	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
Where do I enter or exit the centre?	You are able to access the centre via all of the centre entrances apart from via the bridge link. The bridge link will be closed for the time being as TK Maxx is closed.
What is the centre doing to observe physical distancing when customers visit?	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'.
How will you implement physical distancing in public areas?	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.
Will the centre have hand sanitising stations?	Yes, there are now 22 hand sanitising stations throughout the centre, located at entrances, likely queuing places and toilets.
What cleaning practices are in place for centre common part areas?	The centre receives a daily deep cleans to maintain the high levels of cleanliness.
Will there be queues outside shops and will there be appropriate signage to observe physical distancing?	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.
Will the public toilets be open?	No, the public toilets are currently not open as we do not feel it is safe to do so and ensure social distancing can be adhered to. This is under constant review.
Will the lifts and escalators be operational?	Only one mall lift is in use and servicing the ground floor, 1 st floor and 2 nd floor TK Maxx. Only one person or household is admitted per lift to ensure physical distancing is adhered to. Sports Direct will use the alternate lifts but HMV and TK Maxx will suspend operation from admitting people on levels 1 and 2. Escalators will be operating and roller banners will be at all escalator points asking shoppers to keep five steps apart. We expect high demand for elevators and escalators at peak times and waiting areas will be designated.
Will cash machines be operating on site?	Yes, the cash machines are operating on site.
How will emergency evacuation procedures work in practice with physical distancing guidance in place?	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.
How will you look to deliver first aid if it is needed?	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.
What is the protocol for reporting suspected cases of COVID-19?	Please report any cases to the Centre Management Team on 01423 569550.
Do I need to wear a face covering whilst at the centre?	In line with the latest Government Guidance , as of Tuesday, 22 nd September, it is compulsory to wear a face covering when visiting the shopping centre, shopping in our stores, and when moving around within our restaurants and cafés.