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| **What will the Centre trading hours be?** | The trading hours will return to as they were before lockdown:  Monday – 7:30am – 18:00pm  Tuesday – 7:30am – 18:00pm  Wednesday – 7:30am – 18:00pm  Thursday – 7:30am – 18:00pm  Friday – 7:30am – 18:00pm  Saturday – 7:30am – 18:00pm  Sunday – 10:00am – 16:00pm |
| **Where do I enter or exit the Centre?** | All entrances and exits are open with dedicated ‘Entrance Only’ and ‘Exit Only’ lanes. |
| **Which stores will be open from the 15th June?** | Store re-opening dates and hours may vary, please visit the Market Place Facebook Page for a full list of stores and individual retailers’ websites for more information. |
| Are you going to be giving visitors a time limit to be in the centre? | No, however our team will be managing the number of visitors inside our centres and we will have controls in place at entrance and exit points to help us do that effectively. Visitors can still very much expect our usual, warm welcome, but it’s important to monitor capacity very carefully and stay within the recommended limits. It is likely therefore that we will have a queuing system outside centre entrances to regulate footfall. |
| Are you implementing a rule of one customer per family or can we visit as a family? Can I bring my kids with me? | Government guidance says that where possible customers should shop alone, unless they need specific assistance. If you are planning to bring your children with you, please make sure that they also follow the physical distancing guidelines.  The number of people allowed into the centre will also depend on the current capacity of the centre at any given time to allow for physical distancing, so where possible try to limit the numbers in your group.  Visitors can still very much expect our usual, warm welcome, but it’s important to monitor capacity very carefully and stay within the recommended limits. It is likely therefore that we will have a queuing system outside centre entrances to regulate footfall. All visitors well need to maintain a 2m physical distance. |
| **What is the Centre doing to observe physical distancing when customers visit?** | The centre has installed adequate signage to show the one-way system and 2-metre physical distancing and will have repeated information over the tannoy systems. The Security officers will also patrol to remind customers of the rules. |
| **How will you implement physical distancing in public areas?** | The Security officers will be on patrol to remind customers of the rules. We will also implement, where required, queuing systems. |
| What steps will the centre take if people do not observe physical distancing guidelines? | We will be asking everyone who visits our centre to follow official guidelines, the instructions provided by our team as well as the safety information that will be widely visible and available. Our team is familiar with the guidance and will be reminding people to keep a safe distance. Anyone refusing to do so will be asked to leave the centre immediately.  If we feel that people are deliberately breaking the guidelines and risking the safety of those around them, we won’t hesitate to call the police. At times like these we simply cannot allow the actions of individuals to potentially threaten the safety of everyone else. |
| What will we have in place for visitors with mobility issues who would ordinarily need the use of seating whilst visiting us? | In order to discourage people gathering and to support social distancing measures, seating has been removed from the malls. We know that for some of our less mobile visitors this could be a problem for them. We will have team members within malls, and we would ask anyone who is in need of additional support to speak with a member of the team. |
| **Do I need to wear a Face Covering?** | In line with the latest [Government Guidance](https://nam02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fgovernment%2Fnews%2Fcoronavirus-covid-19-what-has-changed-22-september%3Futm_source%3Dee7f51e4-26d0-4250-96b8-cd1f24351659%26utm_medium%3Demail%26utm_campaign%3Dgovuk-notifications%26utm_content%3Dimmediate&data=02%7C01%7CHayley.Atkinson%40bewonder.co.uk%7C9c65d95a63014513fbf508d861310e4a%7Cbfef2b06d2564f8ebd038d3687987063%7C0%7C0%7C637366210607436459&sdata=JveiUBI%2B3KV2PmCgG2RHtyL7UPU332SAoO2Rz5LsOso%3D&reserved=0), as of Tuesday, 22nd 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. |
| **Will the Centre have hand sanitising stations?** | Yes, hand sanitiser stations will be available at key locations through the Centre including ‘Entrance Only’ entrances and by our lifts. |
| **What cleaning practices are in place for Centre common part areas?** | The Centre has been thoroughly deep cleaned before re-opening.  Enhanced cleaning regimes with cleaning taking place on customer touch points hourly with thorough cleaning conducted each morning between 5am – 7am. |
| **Will there be queues outside shops or restaurants and will there be appropriate signage to observe physical distancing?** | Yes, where this is required or practical to do so, queuing systems will be put in place. Please speak to the Security officers who will be on patrol for guidance. |
| Have centre staff been specially trained to manage this new way of shopping? | Yes, all staff have been through specific guidance/training to carry out their duties in the new way of working. |
| What sort of PPE will centre staff be wearing in the centre's? | All team members can be found wearing high vis jackets, or uniform asking customers to keep a 2m distance from them. Masks have been provided for the team, but are not mandatory. |
| Will the centre be providing any type of PPE for visitors, like masks and/or gloves? | No, as this is not a requirement by Government. However, all our visitors are welcome to wear face coverings and gloves whilst in the centre. |
| **Will toilets be open?** | Our disabled toilets will be open for all customers to enable safe physical distancing. If we find that we cannot manage this facility, the toilets may have to be closed. The toilets will also be closed at time intervals throughout the day to be thoroughly cleaned. |
| **How will the Centre car park operate?** | Our car park is open as usual. |
| **What will the car park hours be?** | Monday – Saturday 8:00am to 18:00pm  Sunday 10:00am to 16:00pm |
| **What will the car park tariffs be?** | Our car park is open and parking tariffs are:   |  |  | | --- | --- | |  | | | Up to 1 hour | £0.80 | | 1-2 hours | £1.20 | | 2-3 hours | £2.00 | | 3-4 hours | £4.00 | | 4 hours & over | £6.00 |   The car park charges do not apply on Sundays.  Disabled parking is free when a valid BLUE BADGE is displayed.  Waitrose will refund 80p against a minimum spend of £15, this excludes cigarettes, tobacco, stamps, lottery and scratch card purchases.  All payment machines have contactless payment options. One person only at the payment machine at any time. |
| **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 01444 230 362 or email sam@marketplaceshopping.com |