

What will the Centre trading hours be?	The trading hours will return to as they were before lockdown: Monday to Saturday – 9am to 6pm Sunday – 11am to 5pm
Where do I enter or exit the Centre?	Bell Road entrance will be closed with segregated entry and exit points at all other entrances.
Which stores are open?	Store re-opening dates and hours may vary, please visit the Treaty Centre Facebook Page for a full list of stores.
Will the Treaty Kitchen be open?	<p>Following government advice Treaty Kitchen have re-opened with communal seating for dine-in open from 10am – 4pm only, but takeaway services continue to be available until 6pm.</p> <p>In line with the latest Government Guidance, 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 Treaty Kitchen.</p> <p>You can check in safely and securely at any one of our Treaty Kitchen food operators through a Track and Trace system. Some food operators also offer delivery services, please check delivery providers such as Deliveroo, UberEats and Just Eat for further information. We want to reassure you that the wellbeing of our customers and is our top priority, and we've made a number of changes to your shopping experience to help you and keep you safe.</p>
What is the Centre doing to observe physical distancing when customers visit?	The Centre has installed adequate signage to show the 2-meter physical distancing and will have repeated information over the tannoy systems.
How will you implement physical distancing in public areas?	In order to ease congestion within footpath and mall areas we have removed kiosks and mall seating. The Security officers will be on patrol to remind customers of the rules. We will also implement, where required, barrier and queuing systems.
Do I need to wear a Face Covering?	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.
Will the Centre have hand sanitising stations?	Yes, hand sanitiser stations will be available at key locations at the entrances of the Centre.
What cleaning practices are in place for Centre common part areas?	The Centre has been thoroughly deep cleaned before re-opening and will continue to receive daily deep cleans to maintain the high levels of cleanliness.

Will there be queues outside shops or Treaty Kitchen 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 toilets be open?	Yes, toilets will be open on the Ground Floor only and will be available Monday to Saturday 10am – 4pm and Sunday 11am to 4pm.
Will the Baby Change toilets be open?	Yes, the baby change toilets will be open on the Ground Floor only and will be available Monday to Saturday 10am – 4pm and Sunday 11am to 4pm.
Will the lifts and escalators be operational?	<p>Yes, the lifts and escalators will be fully operational from 15th June. To encourage physical distancing, we encourage a limit of 3 persons per elevator car, unless customers are from the same household. For escalators we encourage a three-step gap between customers.</p> <p>We expect high demand for elevators and escalators at peak times and waiting areas will be designated. Those customers not wishing to wait shall be directed towards an alternative means of access.</p>
Will all the Centre car park be open?	Yes, the Centre's car park is open and fully operational.
What will the car park hours be?	<p>Car park hours will resume as normal.</p> <p>Monday – Saturday 7am to 6pm Sunday 9.30am to 5pm Bank Holidays 8.30am to 5pm</p>
What will the car park tariffs be?	<p>Car park tariffs has been amended to reflect the longer shopping times customers may experience with queuing and encourage the use of contactless payments.</p> <p>0 – 2 hours £1.50 2 – 3 hours £3.00 3 – 4 hours £5.50 All Day £12.00 Sunday £2 All Day</p>
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 0208 5723570 or email info@treatyshoppingcentre.co.uk .

