

<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 to Saturday – 9am to 5pm  Sunday – 11am to 5pm</p>
<p><b>Where do I enter or exit the Centre?</b></p>	<p>Bell Road entrance will be closed with segregated entry and exit points at all other entrances.</p>
<p><b>Which stores are open?</b></p>	<p>Store re-opening dates and hours may vary, please visit the Treaty Centre website for a full list of stores.</p>
<p><b>Will the Treaty Kitchen be open?</b></p>	<p>Following the latest Government guidance, from Thursday 5th November, Treaty Centre will remain open for ‘essential goods and services’ and ‘collection’ at selected stores and food outlets only.</p> <p>The communal seating will be closed, however please visit the website for individual food outlet operating hours.</p> <p>Treaty Centre continues to monitor the situation and <u>Government’s public health guidance</u> closely, we will keep all our shoppers updated via our website and social media channels. We would like to thank our shoppers for their continued support.</p> <p>The wellbeing of our staff and customers continue to be our top priority, and we are committed to making your shopping experience as safe as possible. Please protect yourself and others by wearing a face covering.</p> <p>Appropriate signage remains installed throughout the centre to help guide our customers to adhere to and maintain safe distancing.</p> <p>In order to ease congestion within footpath and mall areas, we have removed kiosks and mall seating.</p> <p>Bell Road entrance will be closed with segregated entry and exit points at other entrances.</p> <p>Hand sanitizer stations will be available at key locations near the entrances of the Centre.</p> <p>All toilets will be closed from Thursday, 5<sup>th</sup> November until further notice.</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-meter physical distancing and will have repeated information over the tannoy systems.</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 kiosks and mall seating. The Security officers will be on patrol to remind customers</p>

	of the rules. We will also implement, where required, barrier and queuing systems.
<b>Do I need to wear a Face Covering?</b>	In line with the latest <a href="#">Government Guidance</a> , as of Tuesday, 22 <sup>nd</sup> 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.
<b>Will the Centre have hand sanitising stations?</b>	Yes, hand sanitiser stations will be available at key locations at the entrances of the Centre.
<b>What cleaning practices are in place for Centre common part areas?</b>	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.
<b>Will there be queues outside shops or Treaty Kitchen and will there be appropriate signage to observe physical distancing?</b>	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.
<b>Will toilets be open?</b>	All toilets will be closed from Thursday, 5 <sup>th</sup> November until further notice.
<b>Will the Baby Change toilets be open?</b>	All toilets will be closed from Thursday, 5 <sup>th</sup> November until further notice.
<b>Will the lifts and escalators be operational?</b>	Yes, the lifts and escalators will be fully operational. 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.  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.
<b>Will all the Centre car park be open?</b>	Yes, the Centre's car park is open and fully operational.
<b>What will the car park hours be?</b>	Car park hours will continue as normal.  Monday – Saturday 7am to 6pm Sunday 9.30am to 5pm Bank Holidays 8.30am to 5pm
<b>What will the car park tariffs be?</b>	Car park tariffs has been lifted from Thursday, 5 <sup>th</sup> November and will be free to use until further notice.
<b>How will emergency evacuation procedures work in practice with physical distancing guidance in place?</b>	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.
<b>How will you look to deliver first aid if it is needed?</b>	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.
<b>What is the protocol for reporting suspected cases of COVID-19?</b>	Please report any cases to the Centre Management Team on 0208 5723570 or email <a href="mailto:info@treatyshoppingcentre.co.uk">info@treatyshoppingcentre.co.uk</a> .