

<p>What will the Centre trading hours be?</p>	<p>The trading hours will return to as they were before lockdown: Monday – Saturday 9am – 6pm Sunday 11am – 5pm</p> <p><u>Christmas Opening hours:</u> Thursday 10th & Friday 11th December 9am – 8pm Saturday 12th December 8.30am – 8pm Sunday 13th December 11am – 5pm Monday 14th – Friday 18th December 9am – 8pm Saturday 19th December 8.30am – 8pm Sunday 20th December 11am – 5pm Monday 21st – Wednesday 23rd December 9am – 8am Christmas Eve 8.30am – 6pm Christmas Day CLOSED Boxing Day 8am – 6pm Sunday 27th December 11am – 5pm Monday 28th December 10am – 6pm Tuesday 29th & Wednesday 30th December 9am – 6pm New Year's Eve 9am – 6pm New Year's Day 10am – 6pm Saturday 2nd January 8.30am – 6pm Sunday 3rd January 11am – 5pm</p> <p>Please note that individual store opening hours may vary, visit https://www.treatyshoppingcentre.co.uk/stores/ to find out more.</p>
<p>Where do I enter or exit the Centre?</p>	<p>Bell Road entrance will be closed with segregated entry and exit points at all other entrances.</p>
<p>Which stores are open?</p>	<p>All stores are fully operational, but hours may vary, please visit the Treaty Centre website for a full list of stores.</p> <p>Food outlets will be open for takeaway and delivery only, visit https://www.treatyshoppingcentre.co.uk/store_categories/treaty-kitchen/ to find out more.</p>
<p>Will the Treaty Kitchen be open?</p>	<p>Following the latest Government advice, Treaty Kitchen will be open for takeaway and delivery only.</p> <p>The communal seating is closed in line with government guidance. Customers will be asked to scan the NHS Track & Trace QR code when visiting Treaty Kitchen. Food operators continue to offer deliveries, please check delivery providers such as Deliveroo, UberEats and Just Eat for further information.</p> <p>We'd like to reassure you that the wellbeing of our customers, colleagues and retailers remains our number one priority.</p> <p>The Treaty Kitchen toilet facilities are closed, however the main centre toilet facilities on the ground floor remain open.</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?	The Treaty Kitchen toilet facilities are closed, however the main centre toilet facilities on the ground floor remain open.
Will the Baby Change toilets be open?	The Treaty Kitchen toilet facilities are closed, however the main centre toilet facilities on the ground floor remain open.
Will the lifts and escalators be operational?	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.
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?	Car park hours will continue as normal, but Thursdays are late night hours: Monday to Wednesday & Friday to Saturday 7am to 6pm Thursday 7am to 7pm Sunday 9.30am to 5pm Bank Holidays 8.30am to 6pm

<p>What will the car park tariffs be?</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> <p>For Car Park terms and conditions, please click here. Please note the Treaty Centre car park has a height restriction of 1.9metres.</p>
<p>How will emergency evacuation procedures work in practice with physical distancing guidance in place?</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>How will you look to deliver first aid if it is needed?</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>What is the protocol for reporting suspected cases of COVID-19?</p>	<p>Please report any cases to the Centre Management Team on 0208 5723570 or email info@treatyshoppingcentre.co.uk.</p>