|  |  |
| --- | --- |
| **What will the Centre trading hours be?** | The trading hours will return to as they were before lockdown:  Monday – 09:00 – 17:30  Tuesday – 09:00 – 17:30  Wednesday – 09:00 – 17:30  Thursday – 09:00 – 17:30  Friday – 09:00 – 17:30  Saturday – 09:00 -17:30  Sunday – 10:00 – 16:00 |
| **Where do I enter or exit the Centre?** | All entrances and exits are open with a ‘Keep Left’ operation in place. |
| **Which stores will be open from the 15th June?** | Store re-opening dates and hours may vary, please visit the The Howard Centre 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 centre 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, barrier and 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. |
| Can I wear a face mask/face covering? | In line with the [Government Face Covering Guidance](https://nam02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fgovernment%2Fpublications%2Fface-coverings-when-to-wear-one-and-how-to-make-your-own%2Fface-coverings-when-to-wear-one-and-how-to-make-your-own&data=02%7C01%7CHayley.Atkinson%40bewonder.co.uk%7Ce202abfe8da94a6ecdfd08d82f9e2385%7Cbfef2b06d2564f8ebd038d3687987063%7C0%7C0%7C637311703686199540&sdata=%2FaMEIMRMgHvFBk%2Faf5ZGbep1NAOyA%2BZOe3lF%2Bl9Mv%2BM%3D&reserved=0), as of Friday 24th July, it is mandatory to wear a face covering whilst shopping. Customers are asked to protect themselves and others by wearing a face covering both in the shopping centre and also in our stores. |
| **Will the Centre have hand sanitising stations?** | Yes, hand sanitiser stations will be available at key locations through 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. All touch points around the Centre will be a priority for our cleaning team, these will be cleaned throughout the day. |
| **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, barrier and 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, face masks and gloves at all times in the centre. |
| 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?** | Public toilets will be kept closed for the first week to ensure social distance measures are met.  Once open, every other toilet cubicle will be closed to help with social distancing safety. |
| **How will the Centre car park operate?** | When the car park reopens the maximum capacity will be reduced to 50%. Please leave a space between yourself and any other vehicle. |
| **What will the car park hours be?** | Monday – Sunday 4am to 8pm |
| **What will the car park tariffs be?** | Our car park is open and parking tariffs are:  0-1 Hrs £1.00  1-2 Hrs £2.00  2-3 Hrs £3.00  3-4 Hrs £4.00  4-5 Hrs £5.00  5+ Hrs £6.00  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 if safe to do so, and not putting the Centre Team at risk. 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 01707 320026 or contact us through our Contact us page on our website. |