

## COVID – 19 CUSTOMER POLICY

As per the Government guidance we can all help control the virus if we stay alert. This means you must:

- stay at home as much as possible
- work from home if you can
- limit contact with other people
- keep your distance if you go out (2 metres apart where possible)
- wash your hands regularly

Do not leave home if you or anyone in your household has symptoms.

All of us, as customers, visitors, employees or employers need to make changes to lower the risk of transmission of the virus. The government has consulted with its scientific advisers to establish the principles that will determine these changes.

Measures are in place to protect our shoppers, retailers and employees. We politely request customer observe the centre rules when shopping with us. Centre staff will actively remind and encourage Customers/Public to comply with the social distancing standards. We politely ask that customers:

- ✓ Observe dividers placed in entryways requiring incoming traffic to walk on only one side of entry, and outgoing on the other side to encourage visitor separation of at least 6 feet. We have staggered entrance and exits, where possible and installed floor markings and signage to aid social distancing.
- ✓ Comply with the social distancing advice.
- ✓ Observe the social distancing markers placed in queue areas (e.g., outside stores, toilets).
- ✓ Use the stairs where possible as lift occupancy has been limited to maintain proper spacing (follow instructions by the lift).
- ✓ We ask that you enable wheelchair users and disabled customers to be prioritised.
- ✓ When using the escalators stand three steps apart.
- ✓ Observe our moving-on policy - we request that you avoid being gathered together in the centre.
- ✓ Please consider shopping alone
- ✓ Use contactless payment where possible
- ✓ Do not arrange to meet up in groups
- ✓ Be kind and respectful to each other, centre and retail staff