



Covid-19 Centre Policy 2020

Hello and thank you for visiting us today.

As per the Government guidance we can all help control the virus if we all 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:

- Comply with the social distancing advice.
- Observe the social distancing markers placed in queue areas (e.g. outside/inside stores, toilets).
- Use the stairs to travel downwards only.
- We ask that you enable wheelchair users and disabled customers to be prioritised.
- When using the lifts observe the safe number of persons limit.
- 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.