|  |  |
| --- | --- |
| **What will the Centre trading hours be?** | Please check with individual retailers on their opening times ahead of planning your journey. Many retailers will be trading different hours and could be subject to change during the early weeks of re-opening. |
| **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 Atrium website and Facebook page for a full list of stores and individual retailer’s 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 monitor the amount of people within the centre at any one time. 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. |
| 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 centre. 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. 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 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. |
| 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 regularly 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 Customer Services staff and 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? | As face masks are not a requirement by the Government unless on public transport the wearing of PPE by centre staff will be a personal preference. If social distancing is not possible, we will recommend the use of PPE equipment. |
| 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?** | The toilets will be open however, number of users at any one time will be limited to allow for physical distancing. |
| **How will the Centre car park operate?** | We will operate a keep left system where practically possible and we will encourage the use of the left-hand doors when entering the centre. Car Park will remain free currently. |
| **What will the car park hours be?** | The Car Park operates a 24-hour policy. |
| **What will the car park tariffs be?** | **Our car park is currently free for 4 hours. There will be a full rate charge for any vehicles parked longer than 4 hours.** |
| **How will emergency evacuation procedures work in practice with physical distancing guidance in place?** | We recommend that customers continue to follow the current procedures we have in place, and be directed to the nearest fire evacuation point as prescribed by site or retailers staff |
| **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 01276 63732 or contact us through our Contact us page on our website. |