

<p>What will the centre trading hours be?</p>	<p>The trading hours will return to as they were before lockdown:</p> <p>Monday – 9am to 5.30pm Tuesday – 9am to 5.30pm Wednesday – 9am to 5.30pm Thursday – 9am to 5.30pm Friday – 9am to 5.30pm Saturday – 9am to 5.30pm Sunday – 10.30am to 4.30pm</p> <p>Please check with individual stores before you visit as some stores are currently trading on reduced hours.</p>
<p>Where do I enter or exit the Centre?</p>	<p>A one-way system has been put in place at the centre – we encourage all shoppers to use this when using lower Woolshops, the Square and car park entrances. The centre can be accessed via all entrances.</p>
<p>Which stores will be open from the 15th June?</p>	<p>Store re-opening dates and hours may vary, please visit the Woolshops Shopping Centre Facebook Page for a full list of stores: www.facebook.com/woolshops</p>
<p>What is the centre doing to observe physical distancing when customers visit?</p>	<p>We have installed adequate signage to remind customer of the need to maintain the 2-metre social distancing protocol. The Customer Service Officers will also patrol to remind individuals of the guidelines.</p>
<p>How will you implement physical distancing in public areas?</p>	<p>The Customer Service Officers will be on patrol to remind individuals of the guidelines. We will also implement, where required, barrier and queuing systems.</p> <p>The benches in lower Woolshops have been removed to reduce touch points.</p>
<p>Will the centre have hand sanitising stations?</p>	<p>Yes, hand sanitiser stations will be available at lift foyers in the centre.</p>
<p>What cleaning practices are in place for centre common part areas?</p>	<p>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.</p> <p>We will be cleaning surfaces (Pay on Foot machines, handrails, lift buttons, etc.) frequently to help keep our visitors and staff safe.</p>
<p>Will there be queues outside shops or restaurants and will there be appropriate signage to observe physical distancing?</p>	<p>We will be providing floor markers outside each store to indicate where customers should queue before entering a store.</p> <p>The centre will be providing ‘Social Distancing Champions’ to assist in queue management and remind visitors to maintain social distancing guidelines whilst in the mall areas.</p>
<p>How will the centre car park operate?</p>	<p>The centre’s car park continues to operate as normal, however we have put in place measures to manage any queues at the Pay on Foot machines.</p> <p>Across the car park walkway, we will be operating a one-way system, as customers are encouraged to</p>

	'keep left'. Floor vinyls and barriers are also in place at appropriate points to direct the flow.
What will the car park hours be?	The car park is open 24 hours. Visitors are able to use the upper car park at night after 6.30pm. The lower car park will be closed after 6.30pm (4:30 pm on Sundays & Bank Holidays) and will be locked after this time. For "Out of Hours" assistance please telephone 0845 838 7627
What will the car park tariffs be?	Up To 2 Hours = £2.00 Up To 4 Hours = £3.00 Up To 6 Hours = £5.00 Up To 24 Hours = £8.50 Sundays = £1.00 Bank Holidays = FREE
How will emergency evacuation procedures work in practice with physical distancing guidance in place?	At this time, planned fire evacuation drills have been suspended in order to avoid deliberately creating a situation where social distancing would be difficult to maintain. During an unplanned evacuation, we recommend that you disperse away from the building rather than going to the assembly point, with lead fire wardens only attending the assembly point so that they can be informed when it is safe to return to the building.
How will you look to deliver first aid if it is needed?	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.
What is the protocol for reporting suspected cases of COVID-19?	Please report any cases to the Customer Services Team on 01422 430500 or email through to CSSwoolshops@astonservicesgroup.co.uk .
Will lifts be operating?	Yes, the lifts will continue to operate, but we will only be allowing 1 person (or household) to use each lift at any one time. Appropriate signage is in place to allow for queuing.
Will shop mobility be operating?	No. The Shop Mobility service is not expected to restart until July when Age UK reopens.
Will you still be offering free parking for NHS workers?	Yes, please show your valid NHS ID at the customer service window opposite M&S to validate your ticket.
Is the customer service window operating?	Yes, it will continue to be manned during centre opening hours.
Will the customer service team be in PPE?	The customer services team will be wearing branded clothing and will be wearing gloves.
Do I need to wear a mask whilst at the centre?	In line with the Government Face Covering Guidance, as of Friday 24th July, it is compulsory to wear a face covering whilst shopping. We are encouraging our customers to protect themselves and others by wearing a face covering in our stores.