

Visitors and customers choose intu

With 17 centres, nine of the UK's top-20, each with its own irresistible blend of top brands, great places to eat, fun leisure and exciting events, intu attracts 360 million visitors every year

From morning to evening our centres lay on a fantastic show that makes our visitors smile and helps our customers flourish

Reasons our visitors flock to our centres



We provide unique experiences that surprise and delight

66%

visitor happiness level

A huge choice of leisure and retail means fun for visitors of all ages

33%

of our visitors are under 35

intu centres have some of the best stores of the best brands

£125m

invested by customers in their intu stores

We're working to make our centres the most accessible shopping destinations in the country

81%

of our people have had special accessibility training

There's always something new and interesting

256

stores opened new or refitted this year

World class customer service makes shopping at intu a pleasure

75

net promoter score



...and why our customers do...

We are transforming our centres to create places that visitors love

15%

rise in footfall at intu Watford since the opening of the new extension

Brands' intu stores are some of their most productive

28%

outperformance of retailers' stores in intu centres against their chain average

We bring consumers to their doors

2.4%

UK footfall above the national average in 2019

intu has their business interests at heart

1%

budgeted service charge reduction in 2020

They are always in good company

130

new stores opened in our centres in 2019

Our centres are thriving

95%

occupancy levels in 2019