

# Visitor frequently asked questions

## **When will intu centres be open again?**

Our centres have remained partially open throughout the lockdown period as we have been supporting essential services such as pharmacies, supermarkets and banks. We are following the official guidance carefully and look forward to having more of our stores opening within our centres from 15 June.

We will be providing latest updates across all our individual centre websites including centre opening hours and what to expect when you visit us, and we recommend people check directly with individual brands before they leave home, as timings may vary.

## **Are your centres remaining open for their usual opening hours or have they changed?**

Our centres have remained partially open throughout this period, although as we start to see more retailers opening, the opening hours for each centre may be slightly different to before. Please visit the individual centre websites to find out their opening hours.

## **How is intu going to keep centres safe when they do re-open?**

We are doing everything we can to make sure our centres are safe places to visit and work. We have social distancing measures throughout the centres, including our car parks, entrances, malls, toilets, facilities and services, food courts and back of house areas. Hand sanitiser will be available throughout our centres and at the entrances, for use as people come inside and through their visit with us. Soap and hot water are also available in our toilet facilities and we ask that people wash their hands regularly.

We are asking everyone to play their part too and help us defeat the virus by following the instructions provided by our teams and the safety information that is widely available in centres and on our online channels. And by staying at home if they're displaying any Covid-19 symptoms.

## **How clean are intu centres given they've been partially closed for a while?**

Our staff have been working incredibly hard to keep our centres clean and safe during the lockdown and we are hugely grateful to them. We were already deep cleaning key touchpoints like toilets and door handles more frequently and that will continue for the foreseeable future. Further safeguards like hand sanitisers, gels and wipes will still be available in the malls and there will be dedicated hand sanitiser stations on the way into our centres too which we ask everyone to use on the way in.

We are asking everyone to play their part too and help us defeat the virus by following the instructions provided by our teams and the safety information that is widely available in centres and on our online channels.

## **Can I wear a face mask/face covering?**

Yes, all our visitors are welcome to wear face coverings and gloves whilst in the centre.

**How many cars are going to be allowed to park at the centre?**

We will be limiting the number of cars able to visit to ensure visitors can abide to social distance guidelines in the car parks and throughout the centres. This will be based on the maximum capacity for each centre.

**Your carpark has been free during lockdown, will that continue?**

Our normal carparking tariffs will resume from the 15 June.

**Are all the shops in each centre going to be open when the centre re-opens?**

There is no 'one size fits all' approach for individual stores to re-opening, so we would ask visitors to check their favourite brands websites before leaving home.

**Are you going to be giving visitors a time limit to be in the centre?**

No, however our teams will be managing the number of visitors inside our centres and we will have controls in place at entrance and exit points to help us do that effectively. Visitors can still very much expect our usual, warm into welcome, but it's important to monitor capacity very carefully and stay within the recommended limits. It is likely therefore that we will have a queuing system outside centre entrances to regulate footfall.

**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 social distancing guidelines.

The number of people allowed into centre will also depend on the current capacity of the centre at any given time to allow for social distancing, so where possible try to limit the numbers in your group.

Visitors can still very much expect our usual, warm into welcome, but it's important to monitor capacity very carefully and stay within the recommended limits. It is likely therefore that we will have a queuing system outside centre entrances to regulate footfall. All visitors will need to maintain a 2m social distance.

**What about the food courts? Will they be open for business?**

As per the Government's guidelines, food courts and seating areas will be closed but some outlets will be open for takeaway service only. Food bought at these should be eaten outside of the centre. We would ask visitors to check the relevant brands websites to see what's available.

**Have intu 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 intu staff be wearing in the centre/s?**

Face visors will be worn by our waste/environmental teams where appropriate.

**Will intu 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 centres.

**What steps will intu take if people do not observe social distancing guidelines?**

We will be asking everyone who visits our centres to follow official guidelines, the instructions provided by our teams as well as the safety information that will be widely visible and available. Our teams are 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.

**Are intu potentially rushing to open its centres?**

Not at all. We are following the official guidance very carefully and our centres will be re-opening on a gradual basis, in line with government guidelines. The safety of everyone who visits our centres as our highest priority, and we are going to do everything we possibly can to ensure our centres are safe places to visit and work.

**What will you do if one of your retailers doesn't follow social distancing guidelines?**

We have been working closely with all our brand customers during the lockdown period to support them with their re-opening plans.

However, if there were to be an issue, all our brands have a requirement within their lease to provide legal compliance, so we would insist they follow the guidance or further action would/could be taken against them.

**What will you do if one of your retailers opens earlier than the government guidelines allows?**

We have been working closely with all our brand customers during the lockdown period to support them with their re-opening plans.

However, if there were to be an issue, as per their lease, a retailer must follow legal compliance, we would take the necessary action to ensure our brands comply with government guidelines.

**Are we putting in place any key worker provisions i.e. designated shopping hours, queue jumping etc.? If not, can you explain why?**

We are looking at this on a centre by centre basis and will be something that we will need to work with our brand customers on when they are fully open again. As soon as we have more details on this, we will share with you via the centre websites.

**What will we have in place for visitors with mobility issues who would ordinarily need the use of seating whilst visiting us?**

Shop mobility services are going to vary as some centres have in house shop mobility schemes whilst others are contracted and may not open during phase. Centres will be managing their in-house shop mobility by encouraging people to book in advance and then meeting visitors at the car rather than inviting them into the shop mobility unit. Please visit the centre website to check for details before setting off on your journey.

In order to discourage people gathering and to support social distancing measures, seating has been removed from the malls. We know that for some of our less mobile visitors this could be a problem for them. We will have 'here to help' team members at entrances and within malls, and we would ask anyone who is in need of additional support to speak with a member of the team.

**Will I still be able to buy gift cards in my local intu centre? Can I pay for these with cash?**

intu Gift cards will still be available to be purchase at kiosks in our centre or online at <https://intu.co.uk/giftcard>.

**Will Click & Collect be available as centres start to gradually re-open?**

Unfortunately click & collect services have been paused during lockdown and will continue remain unavailable for the time being.

**Are customer service desks open? What do if I need help whilst in my local intu centre?**

Due to social distancing measures and to ensure the safety of our staff, customer service desks will be closed for the foreseeable future. However, our customer service team will be on-hand around the centre should you need any help or assistance during your visit and will be more than happy to help.

**How do I know which retailers will be open before I visit my local centre?**

There is no one size fits all approach for when individual stores will open. To find out if a shop you want to visit has re-opened, please check the specific brand's individual website for more information or contact them directly.

**Do you know when other retailers will be opening up and when all of the shops, restaurants and leisure spaces will be back open?**

We are following government guidance as to what can open in our centre and will gradually see more of our stores open in line with Government guidance. Please check with the specific brand's website for their opening information.

**Are you taking specific measures on your air handling units before opening?**

Our centre air handling plant has continued to run on a phased/rotation basis providing full fresh air whilst taking advantage of the low external air pollution and air quality which is at its best levels for many years. All building service plant will be set back to normal operating hours as soon as we have the go ahead from Government to begin a phased reopening. All air filters will continue to be changed as required with any major service visits being undertaken as necessary.

**Will you be temperature checking people as they come into the centre?**

Temperature checking is not part of the Government's guidelines and isn't an effective way of screening people for coronavirus. Using surface temperature checks i.e. just on the skin rather than in ear can provide inaccurate results. A surface temperature for example can be caused by other factors not related to the virus. However, please be reassured that we are doing everything we can to make sure our centres as safe places to visit and work.

Some of our brands may be using temperature checks on their entrances, but please speak directly to them for more information.

If you do feel unwell or are showing any of the COVID-19 symptoms, please do not visit the centre. Please help us to ensure that everyone is as safe as possible.