

<p><b>What are you doing to protect your customers?</b></p>	<p>The health and wellbeing of our customers, employees and retailers is paramount. We are following government guidance with the introduction of physical distancing signage and hand sanitiser is available in a number of locations.</p>
<p><b>Why are you not taking people’s temperature?</b></p>	<p>Windsor Yards is following current UK government guidance ensure the safety of our customers, employees and retailers. Temperature checking is not currently required.</p>
<p><b>Can I bring my children in?</b></p>	<p>Government guidance recommends shopping alone where possible. However, we understand that this is not always possible with families.</p>
<p><b>Why is there a limit to the queue numbers outside certain shops in the centre?</b></p>	<p>This is for the safety of all shoppers, to aid in safe customer flow throughout the centre and retail stores whilst adhering to social/physical distancing guidelines.</p>
<p><b>Why is there a queue outside the centre waiting to get in?</b></p>	<p>If the Malls become busy enough that maintaining social distancing becomes difficult it may be necessary to hold people at the entrance points to the centre until people pass through.</p>
<p><b>Why is there a queue for the lift?</b></p>	<p>We kindly ask shoppers to give priority to disabled people, the elderly and those families with buggies. In order to adhere to physical distancing guidance and the safety of our customers we can only allow 2 person per lift, unless members of the same household.</p>
<p><b>What will the Centre trading hours be?</b></p>	<p>The core centre opening hours will be:</p> <p>Monday – 10am – 5pm          Tuesday – 10am – 5pm          Wednesday – 10am – 5pm          Thursday – 10am – 5pm          Friday – 10am – 5pm          Saturday – 10am – 5pm          Sunday – 11am-5pm</p> <p>Individual store opening times will vary and some may be open reduced hours or hours that differ to those listed above, therefore, please check with individual shops and stores.</p>
<p><b>Where do I enter or exit the Centre?</b></p>	<p>You can enter and exit the centre as normal, via Windsor Yards multi storey carpark, Peascod Street, Goswell Hill or via Windsor &amp; Eton Central station. Please keep left and observe the directional and distancing guidance.</p>

<b>Which stores will be open from 5<sup>th</sup> November?</b>	Following the latest government advice, essential stores and services including takeaway and click & collect will be available. For a full list of open stores, please visit: <a href="https://windsoryards.com/news/covid-19">https://windsoryards.com/news/covid-19</a>
<b>What is the Centre doing to observe physical distancing when customers visit?</b>	The centre has installed sufficient signage to show directional and distancing guidance.
<b>How will you implement physical distancing in public areas?</b>	The security team will be on patrol to remind customers to keep their distance, respect others and to please keep to the left.
<b>Will the Centre have hand sanitizing stations?</b>	Yes, hand sanitizer stations will be available at key locations throughout the Centre including at all carpark payment machines and the public toilets. The majority of retailers also have hand sanitising stations available in store.
<b>What cleaning practices are in place for Centre common part areas?</b>	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 surfaces will be regularly cleaned, including the sanitizer stations.
<b>Will there be queues outside shops or restaurants and will there be appropriate signage to observe physical distancing?</b>	Limited queuing within the centre, where this is practical and safe to do so will be permitted, in liaison with store managers. There are floor vinyls throughout the centre to aid physical distancing.
<b>Will toilets be open?</b>	Yes. Some wash basins, cubicles and urinals have been removed from service to allow people to maintain social distancing whilst using the facilities.
<b>How will the centre car park operate?</b>	The centre carpark will operate as normal. The only differences will be that hand sanitising will be available at the payment machines and lifts will be limited to a maximum of 2 persons.
<b>How will emergency evacuation procedures work in practice with physical distancing guidance in place?</b>	In the event of an emergency, customers are advised to leave by the nearest exit.
<b>How will you look to deliver first aid if it is needed?</b>	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.