

<p>What are you doing to protect your customers?</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>Do I need to wear a face covering?</p>	<p>In line with the latest Government Guidance, as of Tuesday, 22nd September, it is compulsory to wear a face covering when visiting the shopping centre and shopping in our stores.</p>
<p>Why are you not taking people’s temperature?</p>	<p>High Chelmer is following current UK government guidance to ensure the safety of our customers, employees and retailers. Temperature checking is not currently required.</p>
<p>Can I bring my children in?</p>	<p>Government guidance recommends shopping alone where possible. However, we understand that this is not always possible with families.</p>
<p>Why is there a limit to the queue numbers outside certain shops in the centre?</p>	<p>This is for the safety of all shoppers, to aid in a safe customer flow throughout the centre and retail stores whilst adhering to social/physical distancing guidelines.</p>
<p>Why is there a queue outside the centre waiting to get in?</p>	<p>For the safety of all shoppers and to adhere to physical distancing guidelines, there is capacity level which has been assigned to the shopping centre. This has currently been met and we appreciate your patience at this time, we will allow shoppers back in when it is safe to do so.</p>
<p>Where can I pick up a Sensory Shopping Guide?</p>	<p>To reduce the number of touch points, we have removed all paper copies of the Sensory Shopping Guide for the time being. You can access the latest store guide and map on our website.</p>
<p>What will the Centre trading hours be?</p>	<p>Core opening hours are as follows:</p> <p>Monday – 7am to 6.00pm Tuesday – 7am to 6.00pm Wednesday – 7am to 6.00pm Thursday – 7am to 6.00pm Friday – 7am to 6.00pm Saturday – 7am to 6:00pm Sunday – 9.30am to 5pm</p> <p>Stores opening may vary and some may be open reduced hours, therefore, please check with individual shops and stores.</p>

<p>Where do I enter or exit the Centre?</p>	<p>You can enter and exit the centre as normal, via East, West mall and Exchange Way. Please keep left and observe the directional and distancing guidance.</p>
<p>Which stores will be open from the 20th December?</p>	<p>For a full list of essential stores and services available, please visit the following page: http://www.highchelmer.com/covid-19/</p>
<p>What is the Centre doing to observe physical distancing when customers visit?</p>	<p>The centre has installed sufficient signage to show directional and distancing guidance. The customer service team will also remind customers of said guidance. Furthermore, the centre’s PA system will frequently remind shoppers to maintain distance and respect others.</p>
<p>How will you implement physical distancing in public areas?</p>	<p>The Customer Service team will be on patrol to remind customers to keep their distance, respect others and to please keep to the left.</p>
<p>Will the Centre have hand sanitizing stations?</p>	<p>Yes, hand sanitizer stations will be available at key locations throughout the Centre including: the left-hand side of all mall entrances.</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. All touch surfaces will be regularly cleaned, including the sanitizer stations.</p>
<p>Will there be queues outside shops or restaurants and will there be appropriate signage to observe physical distancing?</p>	<p>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.</p>
<p>Will toilets be open?</p>	<p>Unfortunately, the customer toilets in west mall will remain closed until further notice due to the narrow access corridor not complying with distancing guidance. However, the public toilets located in Market Road are open. Also, we have redeployed our cleaning team in order to maintain a high standard of cleanliness in the malls.</p>
<p>How will the centre car park operate?</p>	<p>The High Chelmer car park is owned and managed by Chelmsford City Council. Further information can be found here: https://www.chelmsford.gov.uk/parking-and-travel/find-a-car-park/?entryid1049=24591</p>
<p>What will the car park hours be and how much are the tariffs?</p>	<p>Please visit the Chelmsford City Council website for further information: https://www.chelmsford.gov.uk/parking-and-travel/find-a-car-park/?entryid1049=24591</p>

High Chelmer – Physical Distancing FAQ

How will emergency evacuation procedures work in practice with physical distancing guidance in place?	In the event of an emergency, customers are advised to leave by the nearest exit.
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.