

## **Birstall Shopping Park – Reopening FAQs**

<b>What will the trading hours be?</b>	<p>Park opening times will be: 8.15am – 8.15pm Monday to Sunday.</p> <p>Please note that these hours are subject to change at any point.</p>
<b>Where do I enter or exit the park?</b>	All normal park entrances and exits will be open and accessible.
<b>Which stores will be open from the 15<sup>th</sup> June?</b>	Store reopening dates and hours may vary, please visit the Birstall Shopping Park website for a full list of stores.
<b>What is the park doing to observe physical distancing when customers visit?</b>	<p>The park has installed adequate signage to show the 2-meter physical distancing.</p> <p>We shall continue to monitor footfall levels and should the need arise, restrict access to the park until congestion eases to an acceptable level. However, access shall only be restricted when necessary.</p>
<b>How will you implement physical distancing in public areas?</b>	The security officers will be on patrol to remind customers of the rules. We will also implement, where required, barrier and queuing systems.
<b>Will the park have hand sanitising stations?</b>	No, there are no sanitising stations on site.
<b>What cleaning practices are in place for park common part areas?</b>	The park has been thoroughly deep cleaned before re-opening and will continue to receive daily deep cleans to maintain the high levels of cleanliness.
<b>Will there be queues outside shops and will there be appropriate signage to observe physical distancing?</b>	Yes, where this is required or practical to do so, barrier and queuing systems will be put in place. Please speak to the store occupiers who will be available for guidance.
<b>Is the car park fully operating?</b>	Yes, the car park is open and fully operational.
<b>What will the car park hours be?</b>	<p>The car park will be open in accordance with park opening hours.</p> <p>Should you get locked inside the car park for whatever reason, customers can exit via the rear of DFS and Argos. Please just drive past the side of Wren and DFS and turn towards Argos, the barrier will then automatically let you out.</p>
<b>How will emergency evacuation procedures work in practice with physical distancing guidance in place?</b>	Emergency evacuations within in the units are each individual store's responsibility. Please follow staff guidance when shopping should this occur.
<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.
<b>What is the protocol for reporting suspected cases of COVID-19?</b>	Please report any cases to the Park Management Team via email to <a href="mailto:simon.burgin@bellrockgroup.co.uk">simon.burgin@bellrockgroup.co.uk</a>
<b>Do I need to wear a face covering whilst at the park?</b>	In line with the <a href="#">Government Face Covering Guidance</a> , as of Friday 24 <sup>th</sup> July, it is compulsory to wear a face

	covering whilst shopping. We are strongly encouraging our customers to protect themselves and others by wearing a face covering in our stores.
<b>Will the park team implement temperature checks?</b>	Presently, there are no plans to implement temperature checks at customer entrances. However, we shall continue to monitor UK Government advice.