

WHAT SHOPPERS CAN EXPECT AT VICTORIA CENTRE FROM 12 APRIL

From 12th April our non-essential retailers are reopening as part of the second stage of lockdown easing measures. We can't wait to welcome you back and neither can our retailers.

The details listed on this page should help you understand what to expect when you next visit the centre:

- Visitors are being reminded to follow existing social distancing guidelines while at the centre and to wear a face covering, unless exempt.
- All entrances will be open, but members of our team will be on hand to monitor footfall, and shoppers may be asked to queue to get into the centre and individual stores at busy times.
- The cleaning team will be carrying out regular deep cleans throughout the centre, paying particular attention to key areas and touchpoints like escalators and keypads.
- They will also be conducting an hourly deep clean of the toilet facilities on the upper mall, which means they will be closed for 15-minutes on the hour, every hour and there may be queues at peak times.
- Hand sanitiser stations remain on the malls and in most stores for all to use on their visits.
- Ongoing restrictions also mean that food and drink venues in the centre can only offer a takeaway service and no food can be consumed in the centre.
- In line with current guidance we urge you to visit the centre with your household or bubble only and if you need to use lifts in the centre during your visit, please do so only with members of your own household or bubble.

From Monday, all car parks will also reopen, with normal car parking tariffs resuming. Since January, the car parks have been cashless, reducing touchpoints and queues, and making it easier to enter and exit the centre. You will have the choice of taking a ticket from the barrier on arrival and paying using a contactless device at either a pay-station or the exit barrier, or using a contactless device on arrival for a fully contactless experience.

Victoria Centre will be open daily from 8am until 6pm, with the exception of Wednesday and Saturday, when the centre will close at 7pm. Sunday opening hours remain as 11am – 5pm. Tesco Metro and Clocktower dining venues have extended opening hours and some store opening hours may vary. Please check individual retailer websites before planning your visit.