

<p>What will the Centre trading hours be?</p>	<p>The Trading hours are;</p> <p>Monday 9am to 7pm Tuesday 9am to 7pm Wednesday 9am to 7pm Thursday 9am to 7pm Friday 9am to 7pm Saturday 9am to 7pm Sunday 11am to 5pm</p>
<p>Where do I enter or exit the Centre?</p>	<p>All pedestrian entrances are now open.</p> <p>Main car park levels 1 & 2 and the leisure car park are OPEN (Boots remains CLOSED).</p> <p>A one-way system has been put in place at the Centre, we kindly ask all customer to keep right when shopping at The Glades</p>
<p>Which stores are currently open?</p>	<p>Store re-opening dates and hours may vary, please visit the retailer store pages on our website, and our Facebook page.</p>
<p>Do I need to wear a face covering?</p>	<p>In line with the Government Face Covering Guidance, as of Friday 24th July, it is mandatory to wear a face covering whilst shopping. Customers are asked to protect themselves and others by wearing a face covering both in the shopping centre and also in our stores.</p>
<p>What is the Centre doing to observe physical distancing when customers visit?</p>	<p>The Centre has installed signage to remind customers to maintain a 2-metre distance, alongside a keep right system to help with the customer flow throughout the Centre.</p>
<p>How will you implement physical distancing in public areas?</p>	<p>The Security team will be on patrol to remind customers of the rules. We will also implement, where required, barrier and queuing systems.</p>
<p>Will the Centre have hand sanitising stations?</p>	<p>Yes, hand sanitiser stations are available at the following locations;</p> <ul style="list-style-type: none"> ○ All customer Entry/exit points ○ All customer lift lobbies ○ Customer Service desk (service currently closed) ○ Shopmobility (service currently closed) ○ Toilet corridors
<p>What cleaning practices are in place for Centre common part areas?</p>	<p>The Centre has implemented an enhanced cleaning regime around key touch points, including escalators, lifts, entry/exits points as well as the toilets.</p>
<p>Will there be queues outside shops or restaurants and will there be appropriate signage to observe physical distancing?</p>	<p>Yes, where this is required or practical to do so, queuing systems will be put in place. Please speak to the Security team who will be on patrol for guidance.</p>
<p>Are you going to be giving visitors a time limit to be in the centre?</p>	<p>No, however our teams will be monitoring the number of visitors inside our centres in order to ensure a safe customer flow throughout. It is important for us 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.</p>

<p>Are you implementing a rule of one customer per family or can we visit as a family? Can I bring my kids with me?</p>	<p>Government guidance suggests where possible customers should shop alone, unless they need specific assistance. If you are planning to bring your children with you, we ask that you please ensure that they also follow the social distancing guidelines.</p> <p>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.</p>														
<p>Will toilets be open?</p>	<p>Yes, toilets throughout the Centre will be open. Toilets are located;</p> <ul style="list-style-type: none"> • On the upper mall by H&M • On the lower mall by Boots • On car park level 2 – accessible on the lower mall by the lifts opposite Marks & Spencer or via the lifts and escalators next to Cafe Giardino on the upper mall. <p>Customers will be guided with a one-way system in the toilet area.</p>														
<p>Will the Changing Places toilet be open?</p>	<p>Yes, Changing Places toilets will be open as usual.</p>														
<p>How will the Centre car park operate?</p>	<p>Our car park charges have been reduced in order to allow our customers to focus on shopping safely.</p> <p>Please note main car park level 1 is OPEN Level 2, Boots & Leisure remain CLOSED</p>														
<p>What will the car park hours be?</p>	<p>Main car park level 1 hours are</p> <table data-bbox="810 1332 1209 1400"> <tr> <td>Monday-Saturday</td> <td>7am – 9pm</td> </tr> <tr> <td>Sunday</td> <td>9am - 7pm</td> </tr> </table>	Monday-Saturday	7am – 9pm	Sunday	9am - 7pm										
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<p>What will the car park tariffs be?</p>	<table data-bbox="853 1444 1260 1904"> <tr> <td>Up to 1 hour</td> <td>£1.10</td> </tr> <tr> <td>1 - 2 hours</td> <td>£2.20</td> </tr> <tr> <td>2 - 3 hours</td> <td>£3.40</td> </tr> <tr> <td>3 - 4 hours</td> <td>£4.60</td> </tr> <tr> <td>4 - 5 hours</td> <td>£5.80</td> </tr> <tr> <td>5 - 6 hours</td> <td>£7.00</td> </tr> <tr> <td>Over 6 hours</td> <td>£12.00</td> </tr> </table> <p>Parking is £1 when entering after 6pm and leaving before midnight.</p>	Up to 1 hour	£1.10	1 - 2 hours	£2.20	2 - 3 hours	£3.40	3 - 4 hours	£4.60	4 - 5 hours	£5.80	5 - 6 hours	£7.00	Over 6 hours	£12.00
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What is the protocol for reporting suspected cases of COVID-19?	Please report any cases to the Centre Management Team on 0208 313 9292 or email bromley.information@theglades.co.uk
I have a Glades Gift Card that expired during lockdown, what do I do?	Contact Flex-e-card direct who will be able to arrange an extension for your Gift Card. Telephone: 0844 774 4277 Email: customer.service@flex-e-card.com