

What will the Centre trading hours be?	The trading hours will return to as they were before lockdown: Monday – Saturday 9am – 5.30pm Sunday 10am – 4pm
Where do I enter or exit the Centre?	The centre will operate with a one-way system and at peak times we may implement the following without prior notice: <ul style="list-style-type: none"> - Customers may be asked to queue outside the centre with a 1 in and 1 out system should we reach capacity within the centre - We may need to limit access to Sainsburys via Riverside only and the rest of the Centre via Potter Street only, please follow appropriate signage and security assistance upon arrival
Which stores are open?	Store re-opening dates and hours may vary, please visit the Jackson Square's Facebook Page for a full list of stores.
Will the Ping Pong Parlour be open?	The Ping Pong Parlour will remain closed until further notice. The health of our retailers, centre teams and visitors is paramount and we are working hard to ensure people are being supported wherever possible. Keep an eye on our social media pages for further updates.
What is the Centre doing to observe physical distancing when customers visit?	The Centre has installed adequate signage to show the 2-meter physical distancing and will have repeated information over the tannoy systems.
How will you implement physical distancing in public areas?	In accordance with Government guidance Jackson Square will assist with regulating queues on the walkways where reasonably practical.
Do I need to wear Face Covering?	In line with the Government Face Covering Guidance , as of Friday 24 th 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.
Will the Centre have hand sanitising stations?	Contactless sanitising dispensers have been installed at key locations throughout the Centre.
What cleaning practices are in place for Centre common part areas?	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.
Will there be queues outside shops and will there be appropriate signage to observe physical distancing?	Yes, where this is required or practical to do so, signage, barrier and queuing systems will be put in place. Please speak to the Security officers who will be on patrol for guidance.
Will toilets be open?	Yes, toilets will be open as usual.
Will the Baby Change toilets be open?	Yes, toilets will be open as usual.

Will the lifts and escalators be operational?	Yes, the lifts and travellers will be fully operational from 15 th June. To encourage physical distancing, we encourage a limit of one household per elevator car only. For escalators we encourage a three-step gap between customers.
Will all the Council car park be open?	Yes, the Council car park will be open and fully operational from 15 th June. Please visit https://www.jacksonsqureshopping.co.uk/customer-services/ for further information on hours and tariffs.
How will emergency evacuation procedures work in practice with physical distancing guidance in place?	We recommend that customers disperse away from the building rather than going to the assembly point, with lead fire wardens only attending the assembly point.
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.
What is the protocol for reporting suspected cases of COVID-19?	Please report any cases to the Centre Management Team on 01279 6524335 or email us on info@jacksonsq.com .