

<b>What will the Centre trading hours be?</b>	The trading hours will return to as they were before lockdown:  Monday - Tuesday 9am - 5.30pm Wednesday 9am – 5.30pm Thursday - Friday 9am - 5.30pm Saturday 9am - 6pm Sunday 11am - 5pm
<b>Where do I enter or exit the Centre?</b>	All entrances will be open and a one way will be implemented within the Centre.
<b>Which stores are open?</b>	Store re-opening dates and hours may vary, please visit the The Grafton's Facebook Page for a full list of stores.
<b>Will the Food Social be open?</b>	Amélie Flammkuchen, Chi Asian Street Food, The Burger Priest and La Piazza is open with dine-in, takeaway or delivery services available. Customers who collect orders from these operators after normal centre trading hours, can enter the from the Wellington Street and Bus Interchange entrances.
<b>Will The Campus be open (Escape and Discover at The Grafton)?</b>	Escape and Discover at The Grafton 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. We look forward to welcome visitors, groups and charities back when further restrictions are lifted, and it is safe for us to do so. Keep an eye on our social media pages for further updates.
<b>Will the Ping Pong Parlour be open?</b>	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.
<b>What is the Centre doing to observe physical distancing when customers visit?</b>	The Centre has installed adequate signage to show the 2-meter physical distancing and will have repeated information over the tannoy systems.
<b>Do I need to wear a Face Covering?</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>How will you implement physical distancing in public areas?</b>	In accordance with Government guidance The Grafton will assist with regulating queuing process on the walkways where reasonably practical.
<b>Will the Centre have hand sanitising stations?</b>	Hand sanitising dispensers have been installed at the entry and exit points including the car park
<b>What cleaning practices are in place for Centre common part areas?</b>	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.

<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, signage, barrier and queuing systems will be put in place. Please speak to the Security officers who will be on patrol for guidance.
<b>Will toilets be open?</b>	Yes, the toilets in Fitzroy Mall, opposite Decathlon only will be open during shopping centre trading hours.
<b>Will the Baby Change toilets be open?</b>	Yes, the toilets in Fitzroy Mall, opposite Decathlon only will be open during shopping centre trading hours.
<b>Will the lifts and escalators be operational?</b>	Yes, the lifts and escalators will be fully operational from 15 <sup>th</sup> June. To encourage physical distancing, we encourage a limit of 2 persons per elevator car, unless customers are from the same household. For escalators we encourage a three-step gap between customers.
<b>Will all the Council car park be open?</b>	Yes, the Council car park will be open and fully operational from 15 <sup>th</sup> June. Please visit <a href="http://www.graftoncentre.co.uk/customer-services/">http://www.graftoncentre.co.uk/customer-services/</a> for further information on hours and tariffs.
<b>How will emergency evacuation procedures work in practice with physical distancing guidance in place?</b>	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.
<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 Centre Management Team on 01223 316201.