

OUR ONE WAY SYSTEM

VICTORIA STREET



WELCOME BACK



A warm welcome back to Freshney Place.

Although shopping with us will be very different, we want to re-assure you that our priority is your safety and that of everyone in the shopping centre. We have made changes to provide you with a safer shopping environment and this leaflet helps to explain some of these important changes.

DO NOT ENTER

Please do not enter if you are unwell or have any Flu like or Covid-19 symptoms

SOCIAL DISTANCING

Please maintain social distancing at all times.

KEEP LEFT

We have marked directional arrows on the floor to show you the new keep left system. This is a simple system that assists with social distancing and provides easy access to all parts of the shopping centre. See centre plan for more details.

SHOP ALONE

We encourage all customers to shop alone where possible unless you require specific assistance. Customers with children must supervise them at all times and ensure they follow social distancing guidelines.

FACE COVERING IS RECOMMENDED

We ask that customers consider covering their mouth and nose throughout their visit to Freshney Place. Face coverings, however, are not a replacement for social distancing and regular handwashing which are the most important actions. Please be prepared to remove your covering safely if asked to do so for the purpose of identification.

WILL I HAVE TO QUEUE TO GET INTO FRESHNEY PLACE?

This is likely. Following Government guidelines we have to control the number of customers in Freshney Place. This number depends on the number of customers our retailers can have in their store and how many we can safely have in the malls whilst maintaining social distancing. We appreciate queuing can be very frustrating and we ask for your cooperation and understanding.



WILL I HAVE TO QUEUE AGAIN ONCE I AM IN FRESHNEY PLACE?

This is also likely. Once a store has reached its safe capacity, the staff may ask you to join a small queue outside the store until it is safe to enter. If the queue outside the store is full, you must keep circulating around the centre or visit another store in the meantime.

CAR PARK

We hope to have car parking facilities available in a couple of weeks. Alternative parking is available within the town centre. Follow traffic diversion signs.



CAN I GET TO M&S, POUNDLAND, THE MARKET AND FOOD HALL FROM WITHIN FRESHNEY PLACE?

Access for these stores is from Victoria Street.



ARE THERE ANY CHANGES IN RETAIL STORES?

Card payments are preferred and cash is not accepted by some retailers. Most retailers are not providing changing rooms, will ask you to avoid handling products whilst browsing, as well as some changes to refunds and exchange policies. Please check with individual retailers.



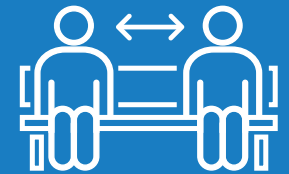
CLEANING

The shopping centre has been thoroughly cleaned in preparation for re-opening and we are operating an enhanced cleaning service throughout the day including increased frequency of cleaning objects and surfaces that are touched regularly.



BENCHES

There are fewer benches available inside Freshney Place for those who need them. Please maintain social distancing and please give up this seat for someone who may be in more need of it than you.



OPENING HOURS

MONDAY – SATURDAY
9AM – 5.30PM

SUNDAY
10:30 – 4:30PM

The centre will be closed and no access will be available outside of these times.

Individual store times will vary, please see website.