



Planning your visit to Merseyway

The safety of our colleagues and visitors is paramount. We've created this guide with information to help you prepare for your visit to Merseyway.

We want to share with you some of the steps we have taken to make your experience as safe as possible and advise how you can help support us and your fellow shoppers to keep everyone safe whilst visiting us.

Thank you in advance for your patience and your support. We look forward to seeing you... but remember to stay safe.



www.merseyway.com

merseyway
STOCKPORT

What you can expect to see on your visit:

We want to reassure you that we have adapted our centre and processes to make sure we're meeting the government's guidelines, these include:

- Heightening our cleaning strategy with hourly disinfecting of all touch points throughout the centre.
- Providing hand sanitising stations throughout the centre.
- Restricting access to our customer toilets and lifts
- Installing clear signage at entrances and throughout the centre with messages encouraging our visitors to do their part and stay apart
- Our friendly security and cleaning teams will be on hand to help visitors and encourage social distancing.

To help keep the centre as safe as possible we'll be asking you our customers to:



Please remember to wear a face covering when visiting our stores



Keep left where possible



Respect fellow customers and our colleagues and keep a safe distance apart



Use the hand sanitisers available throughout the centre.



Pay by contactless (£45 limit) and on card where you can.



Where possible only touch what you intend to purchase.



Avoid touching your face and cover your nose and mouth if you sneeze.



Do not visit the centre if you are displaying any Covid-19 symptoms



Our Stores

We are delighted that the majority of our stores are now open, please be aware that they each have their own procedures and guidelines in place for their customers. We ask that you try and comply with these, as they will help keep you and others safe. These new guidelines may result in a change in opening times, queuing for entry, restriction in visitor numbers, a reduction in services or temporary closure for cleaning.

You can view a full list of our [open stores here](#). For the most up to date opening times please visit the stores individual listing or contact the store directly.



Please remember to wear a face covering when visiting our stores

Thank you

Car parking

Car parking is available in car parks at Merseyway and Redrock. For opening hours and current rates visit the [NCP website](#)



Maintain a safe distance from others once out of your car



Pay for parking using contactless where possible, remember this can also be done at the exit barrier



Please allow safe space for those using the payment terminals

Entrances

You can access the centre through any of the usual entry points, however you will need to practice social distancing and be aware of other people. We ask that you help play your part and stay apart.

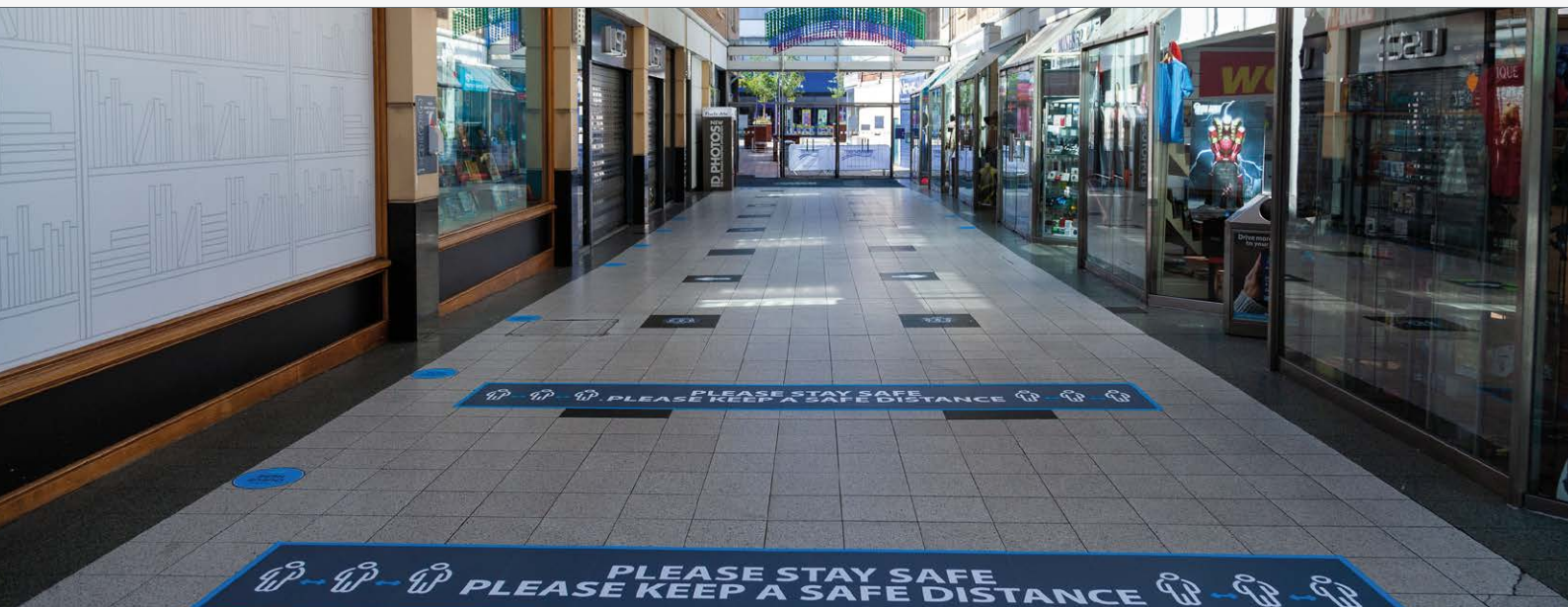


**PLEASE STAY SAFE
PLEASE KEEP A SAFE DISTANCE**



Moving around the centre

There are a number of floor graphics and posters around the centre reminding people to social distance and to keep left where possible.



Hand sanitisers

Hand sanitiser units are available for visitors to use in the internal mall and customer toilets.

Toilet facilities

Our public toilets are open 9am to 5.30pm Monday to Saturday and from 10.30am to 4.30pm on Sunday.

For your safety we have made some operational changes:

- A maximum of 4 people at any one time
- Maintain social distancing whilst queuing and using the facilities
- We have increased the frequency of cleaning and facilities will need to close to allow this

Our disabled and toilets will also be open and the same social distancing rules will apply

Lifts

Our lifts are operational, however if you do not need to use the lift then please take the stairs

If you do need to use the lifts:

- Numbers are limited to a maximum of 2 people at any one time, unless from the same household
- Please allow those already using the lift adequate space to vacate the lift before entering



LIFT RULES
SOCIAL DISTANCING
PLAY YOUR PART,
STAY APART

- Maximum of 2 people in the lift at any one time, unless from the same household
- Allow safe distance for people to exit the lift before entering
- If you don't need to use this lift please take the stairs

Help and support

If you have any questions or need any assistance ahead of, or during your visit please speak to a member of our friendly staff.

Contact: 0161 480 2839

Email: operations@merseyway.com

Our security team

Merseyway's security team will continue to manage the safety of our visitors, retailers and mall areas and have added a number of additional measures to increase security

- Increased visibility – the team will all be wearing hi-visibility jackets to ensure that they can be seen from a distance
- Monitoring social distancing particularly at entrances and exits to the centre and in various different zones
- Continue to patrol and monitor anti-social behaviour across the centre

First aid

- First aid will continue to be provided on the mall where it is safe to do so
- Contact a member of staff if you need assistance



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