

<p><b>What will the Centre trading hours be?</b></p>	<p>The Trading hours are;</p> <p>Monday 9am to 5.30pm  Tuesday 9am to 5.30pm  Wednesday 9am to 5.30pm  Thursday 9am to 5.30pm  Friday 9am to 5.30pm  Saturday 9am to 5.30pm  Sunday 10am to 5pm</p>
<p><b>Where do I enter or exit the Centre?</b></p>	<p>All our entry points remain <b>open</b>, you can access the centre via Port Street, Murray Place, Bus Station or the Marches car park.</p> <p>A one-way system has been put in place at the Centre, we kindly ask all customer to <b>keep left</b> when shopping at Thistles.</p>
<p><b>Which stores will be open from the 13<sup>th</sup> July</b></p>	<p>Store re-opening dates and hours may vary, please visit the retailer store pages on our website, and our Facebook page for the latest information.</p>
<p><b>What is the Centre doing to observe physical distancing when customers visit?</b></p>	<p>The Centre has installed signage to remind customers to maintain a 2-metre distance, alongside a keep left on way system to help with the customer flow throughout the Centre.</p>
<p><b>How will you implement physical distancing in public areas?</b></p>	<p>The Security team will be on patrol to remind customers of the rules. There will also be queuing systems in place where required.</p>
<p><b>Will the Centre have hand sanitising stations?</b></p>	<p>Yes, hand sanitiser stations are available at the following locations;</p> <ul style="list-style-type: none"> <li>○ All customer Entry/exit points</li> <li>○ All customer lift lobbies</li> <li>○ Customer Service desk</li> <li>○ Zara Toilet corridor</li> <li>○ Car park payment machines</li> </ul>
<p><b>What cleaning practices are in place for Centre common part areas?</b></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><b>Do I have to wear a mask?</b></p>	<p>Yes. In line with the decision from the Scottish government, all customers must wear a face covering when shopping at Thistles from 10<sup>th</sup> July onwards.</p>
<p><b>Will there be queues outside shops or restaurants and will there be appropriate signage to observe physical distancing?</b></p>	<p>Yes, where this is required or practical to do so, queuing systems have been put in place. Please speak to the Security team who will be on patrol for guidance.</p>
<p><b>Are you going to be giving visitors a time limit to be in the centre?</b></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 when required.</p>
<p><b>Are you implementing a rule of one customer per family or can we visit as a family? Can I bring my kids with me?</b></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><b>Will toilets be open?</b></p>	<p>In order to adhere to social distancing guidance, the following toilets are open;</p> <ul style="list-style-type: none"> <li>• Ochilview Mall next to Zara</li> <li>• Marches Mall next to Primark.</li> </ul> <p>Customers will be guided with a one-way system in the toilet area.</p>
<p><b>How will the Centre car park operate?</b></p>	<p>Currently only our T2 – Marches car park is open</p>
<p><b>What will the car park hours be?</b></p>	<p>Main car park level 1 hours are</p>

	<p>Monday-Saturday 8.30am – 6pm  Sunday 9.30am – 5.30pm</p>
<p><b>What will the car park tariffs be?</b></p>	<p>1 hour £1.50  1.5 hours £2.00  2 hours £2.50  2.5 hours £3.00  3 hours £3.50  4 hours £4.00  5 hours £4.50  6 hours £5.00  7 hours £7.00  8 hours and over £9.00</p> <p>Sunday – Park for just £2 all day</p> <p>Weekly ticket - £20</p>
<p><b>What is the protocol for reporting suspected cases of COVID-19?</b></p>	<p>Please report any cases to the Centre Management Team on 01786 470 055 or email <a href="mailto:informationdesk@stirling-thistles.co.uk">informationdesk@stirling-thistles.co.uk</a></p>
<p><b>I have a Thistles Gift Card that expired during lockdown, what do I do?</b></p>	<p>If your Thistles Gift Card expired after 23<sup>rd</sup> March and whilst the centre was closed, please contact the Gift Card provider Customer Service team on 0121 268 3210 who will be help you</p>