
NEW GUIDELINES FOR VISITING TOUCHWOOD

FAQs – JUNE 2020

TOUCHWOOD

TOUCHWOODSOLIHULL.CO.UK

FAQs

WILL TOUCHWOOD OPENING HOURS REMAIN THE SAME?

For the foreseeable future, Touchwood will be open for trade as follows:

Monday – Saturday: 10am – 5pm

Sunday: 11am – 5pm

WILL YOU BE LIMITING THE AMOUNT OF PEOPLE ENTERING THE CENTRE?

We will monitor numbers accessing the centre to ensure that social distancing can be maintained.

WHAT CLEANING PRACTICES ARE IN PLACE ACROSS THE CENTRE?

We will continue to clean common part areas around Touchwood using hospital grade cleaning products. High touch point areas will be cleaned with increased frequency.

WILL YOU BE PROVIDING HAND SANITISER?

To assist guests in maintaining good hand hygiene, we will endeavour to place sanitiser points appropriately.

WILL THE LIFTS AND ESCALATORS BE IN OPERATION?

The lifts will be in operation however priority should be given to wheelchair users, parents with buggies and those less able. Single household use at anytime.

We would encourage guests to use the stairways and escalators wherever possible whilst maintaining a three step distance from others.

HOW WILL YOU BE CONTROLLING TRAFFIC FLOW ACROSS THE MALLS?

We will be operating a one-way system around the centre.

Guests are encouraged to keep to the left at all times and follow directional signage.

WILL ALL ENTRANCES TO TOUCHWOOD BE OPEN AS USUAL?

We have made slight adjustments to the entry and exit points of the mall.

Poplar Arcade doors by Starbucks will operate as entrance only whilst Mill Lane Doors will operate as exit only.

Similarly in the Touchwood Car Park, entry will be via the Orange Welcome Hall only (this is the entrance nearest the Cinema). Pedestrian exit to the car park will be via the Blue Welcome Hall.

FAQs

WILL THE TOUCHWOOD AND JOHN LEWIS CAR PARKS BE OPERATING AS NORMAL?

It may be necessary to restrict the use of individual bays or sections of the car park dependent on capacity. We may also reduce speed limits or introduce other traffic calming measures.

WILL YOU BE ACCEPTING CASH PAYMENTS IN THE CAR PARKS?

Payment will be by contactless methods only.

ARE ALL STORES OPENING FROM MONDAY 15TH JUNE?

We understand that all non-essential retail stores can open from 15th June. Please visit our website for updates on any individual retailers.

WILL I HAVE TO WEAR A MASK/FACE COVERING WHEN I VISIT TOUCHWOOD?

This is not obligatory, however please refer to individual retailer requirements.

WHEN ARE THE RESTAURANTS GOING TO OPEN?

We are still awaiting full government guidance on when our restaurants will re-open.

Some of our restaurants are offering take-aways options in the meantime.

Please see our website for full details.

WILL THERE BE ANY SEATING AVAILABLE ON THE MALLS?

Seating has been removed to ensure safe passage around the centre.

WILL SHOPMOBILITY BE OPEN AS NORMAL?

Our team will manage the safe operation of the Shopmobility service.

WILL I HAVE TO QUEUE TO GET INTO INDIVIDUAL STORES?

We cannot permit queuing outside retail stores as this will impact on the space available to ensure safe passage and social distancing around the centre.

FAQs

WILL THE PUBLIC TOILETS AND BABY CHANGE FACILITIES BE OPEN?

Our toilets and baby change facilities will be open however we may need to restrict access to ensure social distancing.

CAN I PURCHASE TOUCHWOOD GIFT CARDS IN CENTRE?

The Touchwood Gift Card will be on sale at our Information Desk.

We will only be able to accept contactless payments.

MY GIFT CARD EXPIRED DURING THE CORONAVIRUS PANDEMIC. CAN I STILL SPEND THE FUNDS?

We will be extending the validity on any cards that expired during the lockdown closure. Please contact our Information Desk on 0121 709 6988 for further details.

WILL THE CINEMA BE OPEN?

We are still waiting for government guidance as to when Cineworld will re-open.

CAN PEOPLE SIT ON JUBILEE GARDENS (THE GRASSED AREA OUTSIDE THE RESTAURANTS)?

Jubilee Gardens can be used for seating as long as social distancing is adhered to.

CONTACT

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