

### Is the centre open?

Yes, arc is open as follows:

Monday – Saturday | 9.00am – 5:00pm  
Sunday | 10:00am – 4.00pm

These are the centre opening times, please check with individual stores as their opening times will vary.

### What is open at the centre?

Please keep an eye on our website for details of the stores that are open as this will change regularly in line with the government regulations.

### Are all entrances to the centre open?

Yes

### Do I have to wear a facemask in the centre?

In accordance with government guidelines, we suggest that you wear a face mask in enclosed public spaces such as the shops in our shopping centre. However you will not be refused entry to arc should you choose not to wear one but please check directly with our stores to understand their guidance and rules on wearing a face mask.



### Is social distancing in place in the centre?

Yes, we kindly ask that you keep 2m away from the other shoppers while visiting arc. We ask that you follow the signage on entering the centre.



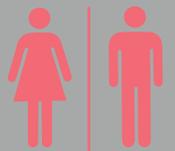
### Has the cleaning in the centre been increased?

Yes, a revised cleaning regime has been implemented to ensure that the centre is regularly sanitised.



### Are your public toilets open?

The public toilets will remain closed at the moment to ensure social distancing rules are adhered to. The nearest open toilets are at the Abbey Gardens.



### Do you have hand sanitising stations?

Yes, we have installed hand sanitisers at the entrances to the centre. Each store will also have hand sanitisers before you enter the store.



### Is there a limit on the number of people that can be in the centre at once?



Yes, but you don't need to worry about that. We have staff who will be monitoring the number of people in the centre.

### Are your restaurants open for takeaway?

Please keep an eye on our website and social media for details of the restaurants offering takeaway.



### Is the car park open?

Yes, the car park is still open, we ask that you use contactless payment at the car park machines when possible



### Can I shop with my family?

If you need to shop with other members of your household, you can do so. However, in a bid to reduce the spread of coronavirus and to enable social distancing to take place, it is advisable that, where possible, you shop alone.

