

Retail **Guide**

*festival*  
PLACE  
BASINGSTOKE

*festi*



# welcome!

## to FESTIVAL PLACE

Festival Place is one of Hampshire's largest regional shopping and leisure destinations, located in the heart of Basingstoke. It opened in October 2002, transforming Basingstoke town centre and creating over a million square feet of shopping and leisure space. There are over 200 big brands in the centre, as well as a Sports Centre, Discovery Centre, restaurants and a 10-screen cinema. Festival Place offers all the attractions of a town centre with the accessibility, scale and choice of a major out-of-town development.

We aspire to work in partnership with our retailers to create an experience that will excite, entice and inspire our customers. This guide is designed to assist all retailers to understand more about the centre and how we can help you to get the most out of being at Festival Place and ensure your store is the best it can be!

**Rachel Carter**

Business Performance Manager

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# A Great Place To Be

very affluent  
customers, almost  
**3 x NATIONAL  
AVERAGE**  
(+168%)

affluent  
customers  
**36% ABOVE  
NATIONAL  
AVERAGE**

catchment  
**1.3 MILLION**

John Lewis at  
home & Waitrose  
**OPEN NEARBY**

**22 MILLION**  
shoppers  
per annum

**OVER 200**  
retailers,  
restaurants,  
bars & cafés,  
together with a  
multi-screen  
cinema

retail spend  
per capita  
**9% ABOVE  
UK AVERAGE**

regional  
catchment  
profile average is  
64% ABC1's  
**9% HIGHER  
THAN NATIONAL  
AVERAGE**

**11,500**  
office workers  
within 0.5 miles

**1 HOUR  
2 MINUTES**  
dwell time

**ANCHORS**  
Marks & Spencer,  
Debenhams,  
Next  
Vue Cinema

over 1 million sq ft  
of retail & leisure  
**5 MINUTES  
FROM THE M3**



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## 1 | The Team



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# Meet the Team

The Centre Management Team is made up of over 100 dedicated staff, from Duty Assistants and Housekeepers that you see day-to-day, to the Accounts staff and Control Room Team. The Management Suite is located in Paddington House on the first floor and is accessed through the doors next to TK Maxx. The Management Suite is manned 24 hours a day, 7 days a week. Access is via a manned Reception during trading hours and a voice intercom system outside of these hours.

The Business Performance team (Rachel Carter and Kayleigh Pistell) are retailers' first point of contact at Festival Place, so please direct any queries to them.



## Senior Management

### **Centre Director – Neil Churchill**

The on-site senior representative of managing agents, CBRE and an ambassador of Festival Place. Dedicated to building solid relationships within the centre, the business community and the town centre.

### **Centre Manager – Gary Cooper**

Gary is responsible for the day-to-day operations at Festival Place, including identifying and introducing operational initiatives to help maximise efficiency and maintaining the highest standards by proactively managing the Operational Team. He is actively involved with strategic partners to support the centre's operational and environmental strategy.

### **Business Performance Manager – Rachel Carter**

**01256 360140 | [rachel.carter@festivalplace.co.uk](mailto:rachel.carter@festivalplace.co.uk)**

Rachel is responsible for overseeing the Business Performance of Festival Place and is the first point of contact between retailers and the Centre Management Team. She ensures each retailer feels supported and receives any centre management updates. Rachel actively undertakes quarterly category and one-to-one meetings to discuss Business Performance and Marketing Opportunities.

In addition to this, she ensures retailers are trading compliantly and that they understand the centre rules and operations. Business Performance works alongside the Marketing Team to provide the link between monitoring centre and retailer performance and marketing strategy to support and engage with retailers. The team manage the retailer app, My FP and all communication will be sent out via the app. My FP is the retailer app which is the go to function for all retailers to keep all employees in the loop at Festival Place and all policies and procedures as well as a whole host of information can be found on the app. The Business Performance team run the app so please direct any queries to Rachel or Kayleigh.



### **Finance Manager – Paul Sawyer**

**paul.sawyer@festivalplace.co.uk**

Paul is responsible for managing the financial control processes at Festival Place including the preparation of the annual service charge budgets and the year end reconciliations.

### **Marketing Manager – Emily Palmer**

**01256 360105 | emily.palmer@festivalplace.co.uk**

Emily develops and implements the Marketing strategy, taking into account key stakeholders. Organising, assessing and analysing to further support the marketing strategy to continue delivering a consistent brand message to ensure that the Centre positioning is high. Leading the Marketing team to deliver individual elements of the plan, ensuring high ROI and stakeholder engagement, whilst managing and reporting to continue the success of Festival Place.



## *Key Contacts*

### **Business Performance Administrator – Kayleigh Pistell**

**01256 360106 | kayleigh.pistell@festivalplace.co.uk**

Kayleigh works alongside Rachel in the Business Performance team, supporting with retailers and performance as well as being responsible for all compliance communication. Kayleigh also manages the Springboard sales collection scheme and Festival Place perks as well as wider administration with the operational team.

### **Marketing Coordinator – Sian Fisher**

**01256 360143 | sian.fisher@festivalplace.co.uk**

Sian is responsible for in-centre marketing and retailer events, including mannequins, display cabinets and digital poster sites.

### **Digital Marketing Coordinator – Molly Benton**

**01256 360127 | molly.benton@festivalplace.co.uk**

Molly is responsible for the centre's digital marketing, including: the website, social media channels and digital kiosks.

### **Security Manager – Craig Allen**

**01256 360132 | craig.allen@festivalplace.co.uk**

Craig oversees and maintains a safe and secure environment by managing the Control Room and Duty Management teams. He also works closely with the police and local council on security matters, including Basingstoke town centre Partnership and DISC system.

## **Duty Managers – Roy, Chris, Martin and Ashley**

**01256 360125 | [duty.manager@festivalplace.co.uk](mailto:duty.manager@festivalplace.co.uk)**

Our team of Duty Managers are responsible for the day-to-day operational standards of Festival Place. They ensure excellent standards of customer care at all times whilst maintaining a safe, clean, secure and well maintained environment and ensuring the scheme is a success for the owners, retailers and customers.

## **Control Room – Dan, Marc, Luke, and Pete Control Room Manager - Stacey**

**01256 360101 | [controlroom.basingstoke@festivalplace.co.uk](mailto:controlroom.basingstoke@festivalplace.co.uk)**

The Control Room is the back-of-house operations hub. They monitor all activities via CCTV throughout the centre and oversee the centre's life support systems. The Control Room is located within the Management Suite and is manned 24/7, 365 days a year. Control Room emergency telephone number: **01256 360111 (Please note this is for EMERGENCIES ONLY).**

## **Guest Services Team**

**01256 360133 | [customer.care@festivalplace.co.uk](mailto:customer.care@festivalplace.co.uk)**

Michelle is our Guest Services Manager and heads up the Customer Lounge and the Car Park team. Festival Place's Customer Lounge is here to make life that little bit easier! Visit our friendly Customer Care team for services such as car park enquiries, dry cleaning, Collect+, photocopying, mobile phone charging and customer lockers. They also sell the Festival Place gift card, customer comment forms and car park season tickets. Our Car Park team are also here to help and are on hand to ensure customers queries are dealt with.

## **Reception – Sonya Elliott**

**01256 326022 | [reception@festivalplace.co.uk](mailto:reception@festivalplace.co.uk)**

Welcoming point and switchboard to direct you to the relevant departments within Festival Place. Our Reception Team are also responsible for room bookings within the Centre Management Suite.

## **Facilities Manager - Stephen Dalton**

**01256 360115 | [stephen.dalton@festivalplace.co.uk](mailto:stephen.dalton@festivalplace.co.uk)**

Stephen manages all technical aspects of the centre including planned preventative maintenance (PPM) and mechanical and electrical (M and E) issues.

## **Compliance Manager - Mike Deacon**

**01256 360114 | [mike.deacon@festivalplace.co.uk](mailto:mike.deacon@festivalplace.co.uk)**

Mike is responsible for co-ordinating and ensuring the centre is compliant in regard to health and safety, sustainability and environmental management standards. Mike also manages all shop fits, access, and egress for all minor works within retailer and landlords' areas, and supports the Facilities Manager.

## Housekeeping Manager – Tom Higgs

**01256 360121 | [tom.higgs@festivalplace.co.uk](mailto:tom.higgs@festivalplace.co.uk)**

Tom is responsible for overseeing the Housekeeping Team who deliver a 24/7 cleaning operation to ensure the centre is well presented at all times. Tom also manages the Environmental Team, who look after back of house refuse collections and the recycling operation, as well as window cleaning and support services.

## 2 | Festival Place in Basingstoke



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# Centre Opening Hours

The core trading hours for retailers are:

Monday - Wednesday	<b>9AM - 7PM</b>
Thursday - Friday	<b>9AM - 8PM</b>
Saturday	<b>9AM - 7PM</b>
Sunday	<b>11AM - 5PM</b>

The core trading hours for restaurants are:

Sunday - Thursday	<b>TRADE UNTIL 10PM</b>
Friday - Saturday	<b>TRADE UNTIL 11PM</b>

Festival Place is closed on Easter Sunday and Christmas Day for all stores other than restaurants and Vue Cinema. Bank Holiday trading hours are reviewed annually and communication will be cascaded to retailers in Q1 on what the centre is trading that calendar year.

Christmas hours are extended in line with customer demand and competitor analysis. As a centre we ensure our retailers are part of the decision making process and given ample notice in order to prepare for the peak season trading. These hours during the Christmas season are part of the core centre hours and all retailers are expected to trade these times as part of a key term of their lease.

# Three Strike Rule

It is a standard lease condition that all retail and leisure brands trade to the core hours set by Festival Place management. Failure to do so will be treated as a serious breach of lease. Festival Place has established a set of core trading hours in order to maximise the performance of all retailers in centre and our operations have been fully integrated to ensure our teams work in coordination with all retailers to deliver the customer experience expected from a regional shopping centre. Organised marketing activity is also planned strategically to support trade during these core hours. In order to support this, Festival Place has put in place a policy to deal with non-compliance:

## 1st strike

Communication will be sent to the store as a reminder.

## 2nd strike

Communication will be sent to the store and area team / head office.

## 3rd strike (Within a month)

Festival Place will flag with CBRE, the centre's managing agents, that a breach in lease has taken place and communication will be sent to the store and area team / head office / marketing contacts advising the company that no individual marketing assistance will be given for the next 3 months as a result. This will include digital poster sites, display cabinets, the promotion of offers and events, involvement in centre events and any other marketing support and assistance. Monthly retailer award and the annual customer awards participation will not be permitted if the strike falls within the 3 months.



For information and advice on the core trading hours, or if stores have any trading issues, please contact Rachel Carter, the Business Performance Manager via My FP.

Please note we do not authorise retailers to close part way through the day for lone working, rest breaks, post office runs, stock takes or any other business you may have externally to the unit. It is the retailer's responsibility to ensure that there is adequate staffing resource in place to cover the running of their unit.

At any time, if there are staff in the unit outside of the normal arrangements, the Control Room must be informed so that the Duty Manager is aware of the likely population of the centre should there be an evacuation out of hours. For advice on dealing with this, please contact the Duty Manager via My FP.

### 3 | Marketing and Business Performance



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# Business Performance

Business Performance is led by the Business Performance Manager, Rachel Carter and includes our Business Performance Administrator, Kayleigh Pistell. The Business Performance Manager is primarily a support function and acts as the interface between the retailers and the rest of Festival Place Management Team.

Retailers will receive updates via My FP to keep all tenants fully up to date with centre activity and developments. Retailers who participate within the sales collection scheme will also receive a weekly, monthly, quarterly and annual dashboard which details sales performance, footfall, car parking, gift card and UK benchmark reporting via My FP.

Rachel also monitors sales and footfall trends across the shopping centre and makes recommendations off the back of the data to the marketing department to ensure underperforming categories and retailers are fully supported. This is why it is imperative that weekly sales data is received by all stores by the 8pm deadline on a Monday.

Each store can expect at least one face to face meeting with the Business Performance Manager each year. Business review meetings will allow store managers to talk in greater detail about their business, whilst also gaining a greater understanding of how Festival Place can support them. The Business Performance Manager will also support under performing stores with more regular meetings and Rachel is here to discuss ways to improve and develop the performance of the retailer and any issues there may be so if any retailers wish to discuss business support please contact Rachel who will be happy to help.

Category based meetings are also held with all retailers three times a year.

We would strongly recommend that all retailers and area managers attend our category meetings, with invitations sent out approximately one month in advance. These meetings detail important centre updates from our Centre Director as well as the Business Performance and Marketing strategy for the quarter ahead. This is also the forum for discussions and feedback surrounding a number of topics including Christmas and Bank Holiday trading hours. The team manage My FP and ensure it is kept up to date and live information is cascaded to all retailers.

If you or your Area Manager would like to arrange a one-to-one meeting please contact Rachel via My FP.



## FP Perks

FP Perks is a staff discount scheme, benefiting over 2,500 staff that work at Festival Place. It is aimed at assisting retailers to recruit and retain staff, with over 100 stores currently participating in the scheme. To sign up to this scheme, retailers are required to offer an annual discount or additional service to other employees of stores within Festival Place, over and above what would usually be offered to a customer. In return, the retailer's team can take advantage of FP Perks and receive a 50% reduction in car park charges seven days a week. Visit My FP for more information or contact Kayleigh via the app. Please note, the car park discount is not applicable during the month of December.



## Retailer Drop-In Sessions

We run drop-in sessions for all retailers and area managers. The sessions are on the first Monday of every month between 10am - 12pm and are held in the management suite.

Retailers should feel free to pop in if they would like a catch up, have a question, would like an update, or have any other queries or questions. Retailers do not need to book in advance and can just turn up on the day.



## My FP

MY FP is the new retailer app which all employees at FP have access to, with easy access to sign up via your app store on your mobile phone.

If you are new to the Centre and need more information on getting signed up please contact **[rachel.carter@festivalplace.co.uk](mailto:rachel.carter@festivalplace.co.uk)**

The app includes:

- Retailer news
- Events
- Job vacancies and submission
- Offers and FP perks
- Critical communication
- Springboard sales
- Centre performance
- Surveys

# One-to-One Meetings

If any retailers would like a one-to-one catch up meeting, or if their Area Manager, Regional Manager or even Marketing Team would like to meet with us then we are always more than happy to have a chat and catch up on centre developments, marketing and business performance as well as any other information stores would like cascaded.

We are happy to help, and are here to support stores as much as we possibly can.

To book in for a catch up meeting please contact Rachel via My FP.



# Category Meetings

These are held three times a year and are run by the Business Performance Manager with the Centre Director, Centre Manager and Marketing Manager also present to run through an informal meeting on centre developments and updates, centre performance and trading figures, the Marketing and Events plan and retailer and operational updates.

The meetings also involve retailers being invited to share feedback on key centre strategies such as the retailer survey, Christmas trading hours, bank holiday hours and business performance.

We would highly recommend a key person from each store attends these meetings and also invite area managers along as well otherwise critical centre information will be missed.

Invitations will be cascaded to all retailers prior to the meetings but a list of the meeting dates can be found at the front of this guide.



# Springboard

Just a reminder to all retailers on the Springboard sales collection scheme that figures do need to be inputted by 8pm every Monday evening through the link provided by springboard or via My FP in the Sales, Footfall & Much More button.

The weekly dashboard report will then be cascaded to those participating retailers every Thursday with monthly, quarterly and annual dashboards also being sent.

The dashboard report includes centre performance and covers sales, footfall, car park and also benchmarking against UK and UK shopping centre averages.

If any retailers are not on the scheme and would like to join to receive these reports please contact Kayleigh via My FP.

# Fire Safety Training

We offer all retailers a place on a fire safety training workshop which is totally free and run by a team member from the Hampshire fire and rescue service. The workshops will last for a maximum of two hours. The dates of these will be cascaded out to all retailers but will run approximately every 6 months.

The reason behind these workshops and why they are so important for all retailers is that many retailers across the county still do not fully understand their responsibilities to managing fire safety in store and that failure to comply can lead to hefty fines and / or a two year prison sentence. This also leads to stores failing their annual fire audits in centre.

Our free fire safety workshops will help you understand your legal and moral obligations in the workplace, and with Fire Safety Officers present at the sessions you will receive information on:

- How this legislation affects you
- What you need to do
- What to expect if a fire safety inspector comes to visit you
- Common shortfalls experienced during an inspection
- Any issues you may have relevant to your situation
- Protecting your business and staff to ensure business continuity

The link for the website for further information is

**[www.hantsfire.gov.uk/keeping-safe/business-fire-safety/free-workshops/](http://www.hantsfire.gov.uk/keeping-safe/business-fire-safety/free-workshops/)**

or please contact the Business Performance team via My FP.

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## Retailer Training

Festival Place offers retailers a range of free training courses throughout the year which have included ACT training and Fire evacuation training. Invitations are always cascaded in advance of any training sessions and all retailers are more than welcome to attend on a first come first serve basis.

# Retailer Mystery Shopping

As part of strategy brand development for Festival Place, a programme of retailer mystery shops have been introduced in order to encourage promoting the brand values and delivering the best shopping experience possible.

To quote a well-known statistic - 96% of unhappy customers don't complain, they just never return. The worst part of this is that these people may go and tell their friends and family about the poor experience that they have had.

A customer's perception of service within our centre is not just based on their experience within the stores they visit, but also on their observations and interactions with any customer facing member of staff, such as housekeepers, security and Customer Lounge colleagues. With this in mind, it is important that we have a complete and objective view of the service that, as a centre, we are directly responsible for.

We already run internal mystery shopping at Festival Place and now we feel it is time to bring our retailers along on this journey with us.



# Retailer Survey

Every year Festival Place conducts a retailer survey which asks a whole host of questions about the Centre and Festival Place team. The feedback received from retailers is invaluable and helps the Festival Place management team to ensure relationships between the Centre and retailers is at its maximum potential.



# New Starters

We invite all new Managers, Assistant Managers and Supervisors to the hour-long induction which will cover all aspects of Festival Place. (Induction on marketing, compliance, H&S, operations, retailer incentives and communication, business performance and centre developments). This is compulsory for all new management to attend and we run one-off group sessions to all new stores opening in-centre. Please contact Rachel via My FP when you have a new starter and they can be booked onto an induction.



# FP Retailer Gold Awards

All retailers will be eligible to take part in our annual retailer awards, held in September of every year with the ceremony held in October. Each store will be nominated for individual categories as well as Outstanding member of staff and Store of the Year. Customers are encouraged to vote via in-centre leaflets or online on the Festival Place website. Full information on the awards will be cascaded to retailers in Q3. Please note, any stores on the three strike rule ban will not be eligible for nomination.



# Retail Strategy Guide

This guide is sent out at the beginning of the year to all retailers and area manager contacts. It contains key dates for the year including Business Performance meetings, marketing events, as well as how to promote your brand, a who's who, gift card information and information on the three strike rule.

# Marketing

The Marketing Department is comprised of Emily, our Marketing Manager and Sian & Molly our two Marketing Co-ordinators. A full range of marketing and PR services are available to help increase footfall, dwell time or spend at no extra cost.

Please upload all in store offers and vacancies via My FP.



# Website and Touchscreens

The Festival Place website is the hub of key information for customers. This is a fantastic platform for retailers to promote in-store events, job vacancies, offers and any other news. Events and offers published on the website will also appear on touchscreens in-centre. Retailers can send details of any offers, in-store events, news stories or imagery via My FP. We also have the capability to produce feature pages for new ranges or products. There is a separate Job Vacancies form that can be found in My FP under the Marketing section for publishing on our website, touchscreens and job wall.



# In-Centre Advertising

A variety of promotional spaces are available to retailers throughout the calendar year within the shopping centre. These include digital poster sites, display cabinets and sampling. Festival Place does not permit the use of 'A' Boards on the malls for Health and Safety reasons. Any encroachment beyond the unit's demise serves to decrease the width of the mall, which has been designed in compliance with Health and Safety and Fire Regulations for safe escape routes. For further information on advertising opportunities, please contact the Marketing team via My FP.

# Digital Poster Advertising

Digital Poster Sites are available for retailers to book. These are available for any period up to two weeks and content changeovers will be actioned where possible on your chosen date during normal working hours, Monday to Friday. These are available on a first come, first served basis and are subject to satisfactory approval of content design. All screens are portrait and are 1080x1920 pixels. Please contact the Marketing team via My FP to request a booking and for full technical specifications. Static imagery and video content (sorry, no sound) are available.



## Sampling

Food and beverage retailers and beauty retailers can come out into the malls to sample their products. This must be booked with the Marketing Department via My FP, under the sampling request button. If you are experiencing a quiet day and want to seize the moment then please contact Marketing, Rachel or Control on the day to assess the diary and give the go ahead.



## Events

Festival Place runs a variety of events throughout the year, whilst also encouraging retailers to use the promotional space available to hold their own mini events. If you would like to get involved in Festival Place events or if you would like to run an event in Festival Place yourself, please contact the Marketing team via My FP. For more information on Festival Place events, please watch out for the monthly and weekly retailer newsletter.



## News and Press Office

Festival Place has a team dedicated to gaining print, digital and broadcasting opportunities with regional media. Any information on product launches, events and promotions can be utilised to promote your brand and the shopping centre. Please send all information and a press release if available, to the marketing team.

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## Leafleting

Please note that no form of leafleting is allowed in Festival Place.

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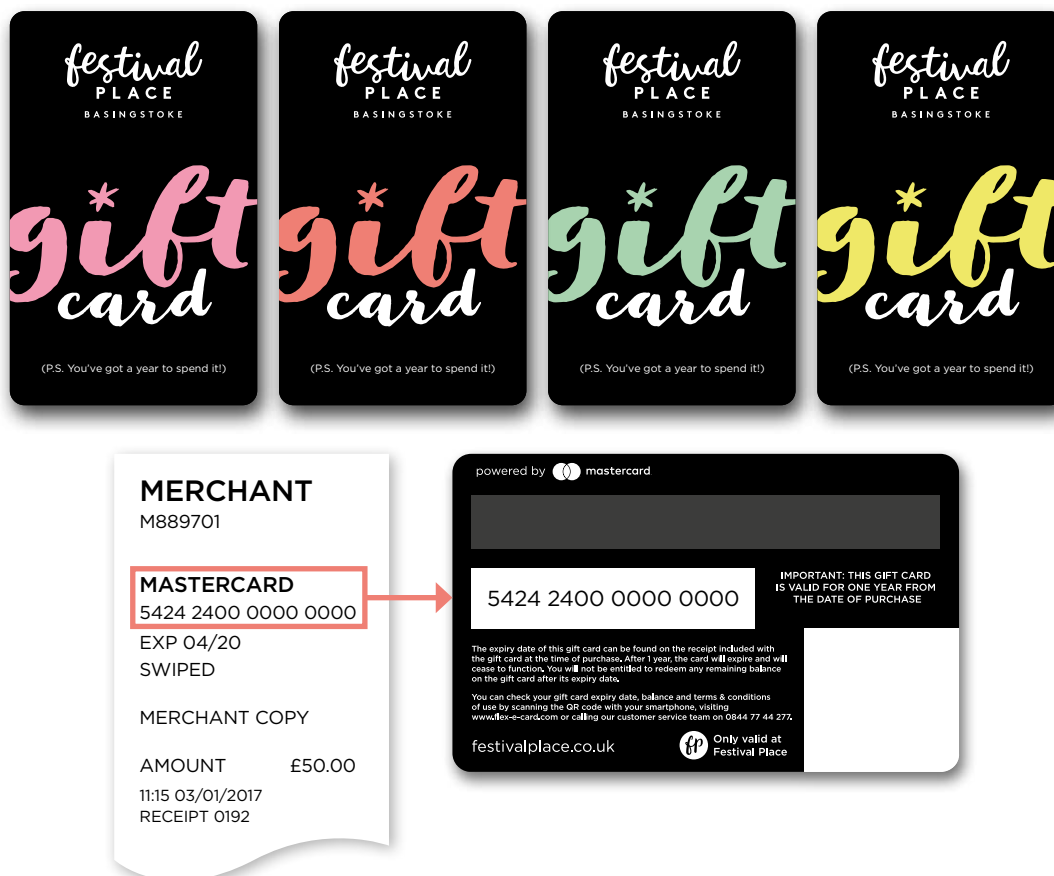
## Store Standards

Window graphics applied to the windows directly must not cover more than 10% of the window space, as detailed in your lease. Display windows should be kept fully illuminated within core trading hours and we also politely request no hand written signage is displayed anywhere within your windows or store. Festival Place Management Team reserves the right to remove any material that is not considered to meet the high standards of the centre. All trading hour signage must be accurate and up to date at all times and audits are carried out to ensure these are up to standard. A Boards are only permitted within your demised area. A Boards outside of your boundaries will be removed by Festival Place management.



# Gift Card Troubleshooting Guide

The Festival Place gift card is a prepaid MasterCard® and should be accepted along with any other debit, credit or prepaid card under MasterCard's "Honour All Cards" rule. All monies loaded onto Festival Place gift cards can only be spent with Festival Place retailers.



## How to take payment

- 1 Ask if the balance of the gift card is sufficient to cover the total purchase value. If the balance of the card is less than the total purchase value, you can take payment from multiple gift cards, or combine the gift card with cash or other debit and credit cards to make up the total value.
- 2 If the customer is unsure, you can check the balance by calling our automated service on **0844 77 44 277** and selecting **option 1** - the balance check will only take a few seconds to complete.
- 3 Swipe the card through your card payment terminal. The gift card works in exactly the same way as debit or credit cards and the receipt will show 'MASTERCARD' as the payment brand.
- 4 Always give the customer a receipt, even if the card has been rejected or the transaction has been cancelled.

### Gift card key features

- Payments to retailers from the gift card are guaranteed by MasterCard and paid along with your debit and credit card takings.
- The cards are NOT Chip & PIN and the customer does NOT need a PIN.
- On the reverse of the card is the magnetic stripe which should be swiped through your card processing terminal.

### How do I know if I should accept these gift cards?

#### Does my head office need to opt-in?

All retailers and service providers are automatically enrolled in the Festival Place gift card programme, which is run for the benefit of all guests and retailers. The card must be accepted under the MasterCard “Honour All Cards” rule, which requires retailers and service providers to accept any valid payment card within the MasterCard family.

### What should I do if a transaction is declined?

If the transaction is declined for any reason, please call the gift card support number **0844 77 44 277** - we will be able to provide further information and assistance.

### How do I process a refund?

Refunds for goods purchased using a Festival Place gift card should be refunded back onto the gift card in exactly the same way as any other payment card. If the customer does not have the gift card as it has been spent and discarded then you should refund to an alternative debit or credit card according to your normal refund policy. When processing a refund onto a gift card please remind the cardholder that refunds usually take 2-3 business days to be credited to their balance. This is the same as all other payment card refunds.

### Where can the customer check the balance?

You can now check customers gift card balances on My FP, under the Gift card balance checker button.

### Where do I go for support?

If you have any questions or you experience difficulties processing a gift card please contact flex-e-card Customer Services team on **0844 774 4277**.

## 4 | Retailer Services



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# Customer Lounge

Festival Place has a dedicated Customer Care Team who are highly trained and extremely passionate about the level of service they offer to our customers and retailers. The Customer Lounge is manned by the Customer Care Team Monday to Sunday, trading the same hours as our retailers. They offer advice regarding the location of stores, local directions, sell gift cards, process season tickets and handle lost property.

Dry Cleaning

Kiddy Car Hire

Printing Services

Storage/Lockers

Changing Room

Gift Wrapping

Car Park Assistance  
and Payments

CollectPlus

Festival Place  
Gift Cards

RADAR Keys

Lost Property

Child Safe

Safe Place

Centre Maps/Directions

Onward Travel

First Aid

Free Mobile Phone Charging

Comment Forms



# Lost Property

Festival Place welcome any lost property found within units and communal areas. Please bring any item to the Customer Lounge as soon as possible. Any customer reporting a lost item should be directed to the Customer Lounge if the location of the lost property within the unit is unsuccessful. Please contact **01256 360133**.



# Meeting Rooms

Conference and meeting room services are available along with additional services such as use of a projector, TV or video and refreshments. For further information on these facilities please visit My FP and complete the meeting room request form. You will then receive a booking form that needs completing and a raffle prize donation to our chosen charity of the year is needed, as we no longer charge for room bookings.

## Gift Cards

Festival Place gift cards are another way of developing customer loyalty and building incremental sales. When a customer is in your store wishing to pay with a gift card it couldn't be simpler. The scheme is a partnership with Flex-e-Card so any retailer that currently accepts Master Card transactions are able to process gift card purchases in the same way. You simply swipe the card like a normal Mastercard and receive the revenue in exactly the same way as a normal card transaction.

Please refer to the Troubleshooting guide on page 18 or for more information on the scheme please contact the Customer Lounge on **01256 360133**.



## Customer Comments

Any customer comment received by Festival Place is logged by Centre Management. Should the comment be regarding a retailer or an employee of a retailer, the comment will be passed on to the Business Performance Manager. If a retailer receives any comments regarding Festival Place, please also pass them on to the Business Performance Manager to action.



## Filming and Photography

Photography or filming is not permitted within Festival Place without the prior permission of the Marketing department. Footage can be taken outside of a unit but not of the surrounding area. To seek permission to film or photograph areas other than your unit, please contact the marketing team via My FP. We would require a copy of Public Liability Insurance and do not permit tripods.



# Support Services: Window Cleaning and Store Maintenance

Festival Place offer in-house window cleaning services to its retailers at a reduced cost. In addition to this, Festival Place also offers maintenance packages with built in call out charges, reduced charges or one off subscription fees.

Please contact Tom Higgs via My FP for more information.



## DISC Radio system

Festival Place's chosen provider for radios is Business Communications; established in 1983, they are authorised Motorola dealers for the sale, installation and maintenance of professional two-way radio systems. Business Communications have been supplying Motorola radio equipment to the Festival Place (formerly the Walks Shopping Centre) Management team since June 1999.

Business Communications are able to supply compatible radios for hire which allow individual occupiers to have a direct radio link with the security control room.

Please Contact our Security Manager via My FP.

## 5 | Centre Operations



*festival*  
PLACE  
BASINGSTOKE

# Security and CCTV

The security of retailer units, staff and stock remains the retailer's responsibility. The Festival Place Team will assist with security where appropriate, largely through the Control Room in which the Centre's CCTV system is based. It is manned 24 hours a day, 365 days a year. CCTV images will not be shown to the retailer or their staff under the confines of the Data Protection Act, unless a Subject Access Request is made. All images within camera range are recorded 24 hours a day via a digital recording system. The images are held and retained for one calendar month in conjunction with the Data Protection Act. All recorded images are viewed and stored under the requirements of the Data Protection Act and, therefore, access to view images is restricted.

Any incident that is realised after the event should be reported to the Control Room as well as the Police and the retailer's insurers. Under the confines of the Data Protection Act, Festival Place may share footage with either of these parties. During any incident in the store, the retailer should contact the Control Room, who will obtain CCTV visual and where appropriate deploy trained staff to assist if it is safe for them to do so. They may also contact the Police on your behalf for incidents that involve Festival Place staff. Should there be any incident that does not involve Festival Place staff then it remains your responsibility to contact the Police. The member of staff who witnessed the offence must make the arrest and the retailer must be fully aware of the procedures involved. Festival Place cannot make an arrest if we have not seen the offence. In the circumstances where a stop is made by the retailer and the offender refuses to stop, Festival Place Duty Assistants will aid in the detaining of that offender, providing the offender is still on Festival Place property.

Festival Place Control Room will deploy resources to assist all retailers in detaining shoplifters if an incident occurs and for any public order offences. However, for less immediate situations such as security presence needed in store due to suspicious persons or to investigate a historic theft by viewing CCTV etc., Festival Place staff will only be deployed to members of the Basingstoke Town Centre Partnership (BTCP) who participate in the DISC system. For urgent assistance, please contact the Control Room on **01256 360101** giving basic details of the offence and a description of the offender/s. If the retailer is a member of the Shop-Watch system then the retailer may call the Control Room via the radio link. Please contact the Police directly if desired, but please notify the Control Room once this has been done.

For guidance on detaining shoplifters or crime in general please contact Craig Allen via My FP.

In an emergency or during an incident you should always call the Control Room on **01256 360101**.

# Staff Conduct

When at work, retailer employees are not only the face of the retailer but also of Festival Place. Should a customer receive poor service from a retailer, they may choose to visit alternative stores instead, resulting in a loss of revenue. Retailer employees are expected to act professionally and any retail staff that behave inappropriately will have their conduct reported to their Manager, initially verbally and then in writing. Should this behaviour continue, this could result in the need to contact the retailer's Area Manager. Festival Place retains the right to ban any person who behaves inappropriately; this could also extend to the behaviour of retail staff. For guidance on the levels of behaviour expected or if you require advice on dealing with poor behaviour please contact the Business Performance Manager.



# Unacceptable Behaviour

On occasions where customers in retail units demonstrate unacceptable behaviour, stipulated in the Festival Place Customer Code of Conduct, we would ask that you contact the Control Room in order that appropriately trained staff can attend to deal with the incident. To access the Customer Code of Conduct, please log on to **<http://www.festivalplace.co.uk/visitor-information/customer-services/code-of-conduct>**.

For advice on what constitutes unacceptable behaviour please contact the Security Manager on **01256 360132**. In an emergency or during an incident, retailers should call the Control Room on **01256 360101** or via the Shopwatch radio.

# Banning Notices

Festival Place is private property and as such any person entering the centre is in effect entering by invitation, therefore the invitation may be withdrawn at any time and for any reason. In order for a decision to issue a banning notice, the customer must have been involved in a serious incident or the accumulation of three or more minor offences as detailed below.

## Serious incidents:

- Assault or abuse of a member of the centre team or staff within one of the retailers
- Theft to the value of £100 upwards or bulk theft, Duty Manager's discretion
- Criminal Damage to the property (depending on the extent of the damage – consult with Duty Manager or Duty Controller)
- Consistently engaging in aggressive or threatening behaviour
- Guilty of numerous criminal offences, either against the centre or its retailers
- Accumulation of three minor offences

## Minor offences:

- Acting against the Customer Code of Conduct
- Criminal damage to the property (depending on the extent of the damage)
- First time petty theft or minor theft
- Abuse to the centre or retailer staff or member of public that is deemed 'not serious' by the member of staff who has been abused

All Festival Place bans fall under the Basingstoke Town Centre Partnership and are ratified by the key partners (Festival Place, The Malls, Hampshire Constabulary and Basingstoke and Deane Borough Council). Persons issued with a banning notice are banned from all members of the BTCP not just Festival Place.

Retailers are within their rights to ban customers in their stores if a customer displays behaviour which may not affect the rest of the centre. Therefore, it would be prudent to inform the Control Room of any person that is banned from the unit.

For advice on how to ban a customer, the customer Code of Conduct is available at <http://www.festivalplace.co.uk/visitor-information/customer-services/code-of-conduct> or please contact the Security Manager for the banning procedure on **01256 360132**.

In an emergency or during an incident the retailer should always call the Control Room on **01256 360101**.



# Basingstoke Town Centre Partnership (BTCP)

Basingstoke Town Centre Partnership is an association formed by the Festival Place Shopping Centre operators and The Malls Shopping Centre operators and town centre businesses supported by Hampshire Constabulary and Basingstoke and Deane Borough Council. The purpose is to support the police objectives of reducing crime and disorder; the prevention and detection of crime and arresting offenders and promoting public safety.



## DISC System

DISC (Database and Intranet for Safer Communities) is a unique online publishing platform designed specifically for sharing information and current awareness among a group of individuals or organisations who share a common purpose. For a small annual subscription of £36, Festival Place retailers can sign-up this scheme within Basingstoke.

For further information please contact Craig via My FP.

# Shopwatch and Pubwatch Radio Scheme

The Shopwatch and Pubwatch schemes are designed to improve consistency and co-operation across Festival Place and the rest of Basingstoke town centre. Controlled from the Festival Place Control Room, participating stores hire a radio from the agreed contractor (Business Communications) and receive training in its use.

The radio enables them to communicate with both the Festival Place Control Room and with each other, allowing suspected persons to be monitored around the town centre by shop staff, security teams and CCTV.

Members of the Shopwatch / Pub watch schemes are able to sign up to an information sharing protocol, led by Hampshire Police, whereby regular intelligence packs are distributed with pictures of regular offenders, their current activities and favoured store.

For further information or to join the Pubwatch scheme either contact the Festival Place Security Manager on **01256 360132** or the Control Room Supervisor on **01256 326022**.



# Lost Children – Child Safe Scheme

Should a retailer come across a child in their unit who has lost his or her parents / guardian, the retailer should conduct a search within the unit for the parents and then contact the Control Room who will dispatch appropriately trained staff to escort the child to the Customer Lounge and arrange for PA announcements. Should a retailer come across a parent or guardian who has lost their child, they should contact the Control Room immediately. For children under 10 all available Festival Place staff will be deployed. The Duty Manager will come and meet the parent or guardian and the rest of the teams will systematically search for the child.

Festival Place is a member of the Child Safe Scheme and we would encourage all of our retailers to participate. For more information on the Child Safe Scheme or how to deal with lost children please contact the Customer Lounge on **01256 360133**. In an emergency or during an incident always call the Control Room on **01256 360101**.

# Service Areas / Deliveries

There are 6 Service Areas in Festival Place, accessed through 4 entrances 24 hours a day.

## Service Area 1

2 – 21 Chelsea House  
1 – 4 Clapham House  
1 – 8 Mayfair House  
12 – 23 Westminster House

## Service Area 2

1 - 18 Kensington House  
11 – 29 Mayfair House  
6 – 24 Paddington House  
1-4 Westminster house

## Service Area 3

1 – 13 Chiswick House  
1 – 21 Hampstead House Sports Centre

## Service Area 5

Units 1 – 5 Next, Units 74 – 76

## Service Area 6

Units 6 – 17A Units 39 – 50A R2 – R9

## Service Area 7

Units 18 – 37 Debenhams Units 51 – 72

- Due to planning constraints deliveries to the Service Areas are restricted to the hours of 00:00hrs to 08:00 hours and 18:00 hrs to 20:00 hrs.
- Drivers should call for assistance from the unit by dialing the appropriate number into the Delivery Help Point.
- The retailer should send an assistant who is clearly in uniform to the delivery dock to accept the delivery, which shall be transferred to the unit without delay.
- Deliveries should be completed within 30 minutes. Deliveries that are expected to take longer should be notified to Centre Management prior to commencement. Should the Service Areas become congested with deliveries, the vehicle may have to be turned away. To book a delivery please contact the Control Room on **01256 360101**.
- Delivery vehicles should use marked delivery docks only within the designated service yard. The unit will be serviced via the service area dictated by the Centre Management Team.
- Any containers, trolleys, or other storage devices shall be cleared and removed as soon as possible, and shall not be left unattended at any time either in mall, service yards or service corridors.
- No maintenance or breakdown work to vehicles is permitted in the Service Areas.
- Service Areas are not available to park cars and any private vehicles or non-branded cars are not permitted.
- Festival Place staff are not authorised to accept or sign for deliveries on behalf of any retailer.

- Cages and pallets should not be left around the centre, a fine for removal may be imposed on any person or company found to be abandoning cages or pallets.
- No deliveries can be made across the malls during the core trading hours or via public lifts at any time.
- For security reasons, we would recommend that retailer cash collections do not take place on any specific day or time.
- All food products should be hygienically covered and well presented during transportation.
- The food service trolleys must be used and kept clean and not overloaded. No bulk packages may be transported.

### Service Area Height Restrictions are as follows:

Service Area 1 (4.14 M)

Service Area 2 (4.14 M)

Service Area 5 (4.14 M)

Service Area 3 (4.23 M)

Service Area 6 (4.26 M)

Service Area 7 (4.26 M)

**Please note:** Units 17b, R1, R1A, and R10 deliver from Seal Road. A strict scheduling system is in operation for Seal Road deliveries. To book a delivery please contact the Control Room on **01256 360101**.

### Emergency Use of Service Yards

In the event of an emergency at Festival Place, all persons using service yards and service corridors are to follow the advice and instructions of Centre Management or the Emergency Services.

- All vehicles will be prohibited from entering service yards during an emergency.
- No vehicle shall be moved within a service yard unless requested by Centre Management or the Emergency Services.
- No vehicle is to be left in an area set aside for Emergency Vehicles.

## Deliveries

Service yards and corridors must be kept free from all unauthorised obstruction.

**Specifically this will require the following:**

- No containers will be kept in service yards.
- No unattended vehicles.
- No trailers without a tractor unit attached.
- No tractor units without a trailer attached.
- No vehicle, containers, trolleys, or other storage device is to be left in area set aside for emergency vehicles.
- No private cars or vans.
- No waste materials, except within waste containers provided only in designated areas or containers.
- No trolleys, cages, or other delivery containers, except whilst actually in use to effect a delivery of goods and services to a retail unit or other facility.

Delivery vehicles should use marked delivery docks only within the designated service yard. The unit will be serviced via the service area dictated by the Centre Management Team. Delivery hours are to be dictated by Centre Management.

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## Delivery Access

- Drivers should call for assistance from the unit by dialling the appropriate number into the Delivery Help Point.
- The retailer will send an assistant to the delivery dock to accept the delivery, which shall be transferred to the unit without delay.
- Deliveries should be completed within 30 minutes. Deliveries that are expected to take longer should be notified to Centre Management prior to commencement.
- Any containers, trolleys, or other storage devices shall be cleared and removed as soon as possible, and shall not be left unattended at any time either in service yards or service corridors.

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## Out of Hours Deliveries

There will be no deliveries outside of the prescribed times (before 9.00am and after 11.00pm). If deliveries need to be made outside these hours, the retailer must make arrangements with Centre Management.



## Returned Goods and Equipment

Where a delivery consists of an exchange of any container, trolley, or other storage devices, the returns shall be delivered to the Delivery Dock immediately prior to the anticipated collection time and no longer than 30 minutes beforehand. They shall remain guarded and attended at all times.

Centre Management may remove unattended goods, containers, trolleys, or other storage devices without notice.

These conditions of use for service yards will be subject to review and variation by Centre Management from time to time. Centre Management and the Police may vary these conditions without notice should the need arise.



## Deliveries Across the Mall in the Case of 'Land Locked' Units

The retailer may require deliveries to be made to their demise across external public mall space. Front servicing is not permitted.

All bulk deliveries to retailers must be made before retail trading hours. All delivery equipment and packaging must be removed from the mall 15 minutes before the unit opens for trade.

### **Periodic product replenishment deliveries may be made during the trading day provided that:**

- Trolleys must not be left unattended in any mall space and may be used in mall areas only whilst unloading is taking place.
- A member of uniformed staff must attend the trolley.
- Trolleys must not be overloaded.
- Refuse may not be transported across public seating space during trading hours, unless packaged in a suitable approved container.
- All food products are hygienically covered.
- All food products are well presented during transportation. No bulk packages may be transported.
- The food service trolleys must be used and must be clean.

Refuse from these units must be retained within the demised area and transported after trading hours. All refuse must be transported in tied off sacks within covered wheeled bin units. No sacks may be carried through the public mall space by any other means.

# Back Of House Storage

A number of the mall located retailers are configured with integral storage facilities. However, island mall offers will have remote storage facilities to be used for storage of product and equipment only. Containment of food and non-food products, hazardous substances (cleaning fluids etc) and equipment must meet all relevant Health and Safety Regulations. Storage facilities, including remote storage units, may not be used for food preparation or as staff amenities.

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## Waste Management

100% of all waste managed on-site is recycled and the centre manages waste in three main areas: - Waste to Energy, Waste Recycled through our Material Recovery Facility and Waste 2 Water, an on-site Food Waste digestion system. A dedicated Service Area Team manages our material recovery facility (MRF) this facility transforms waste into a cost effective commodity. Festival Place's objective is to increase recycling rates and to maximise revenue by negotiating best possible market prices for all commodities sold on-site. All recycled income is offset against the service charge in order to reduce costs to Festival Place retailers.

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### What Festival Place Recycles

- |   |  |
|---|--|
| • Cardboard                             | • Wood Pallets   |
| • Mixed Paper Clear Plastic Film 98 / 2 | • Textiles   |
| • Coloured Plastic Jazz                 | • Mobile Phones  |
| • Hard Plastics                         | • Batteries  |
| • Coat Hangers                          | • Ink Cartridges   |
| • PET Plastic Bottles                   | • WEEE Electrical<br>(Chargeable cost back to retailer)  |
| • HDPE Milk Bottles                     | • Controlled Waste Strip-Lights,<br>Lamps, Fixtures and Fittings<br>(Chargeable cost back to retailer) |
| • Aluminium Cans                        |  |
| • Steel Cans                            |  |
| • Glass Bottles                         |  |
| • EPS Polystyrene                       |  |

## **Bins, Cages and Food Waste Buckets**

For our waste collections the centre uses 1100 litre and 660 litre wheelie bins. These are found within allocated refuse stores and monitored waste zones. The bins are used to collect cardboard, plastics and other recyclables and are collected daily. All bins are sent directly to the Material Recovery Facility to ensure all recyclables are captured. The flat-packed cardboard is sent directly to our balers.

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## **Waste Collection Procedure**

Festival Place operates a clear bin bag policy; we will not accept any waste disposed of in black bin bags. Clear bin bags can be purchased from the Customer Lounge at a discounted price.

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## **Cardboard**

Retailers are required to separate out clean cardboard from their refuse. Boxes must be broken down and flattened. Cardboard should be transported by retailer staff in enclosed wheelie bins to the designated recycling or refuse storage area. All cardboard must be taken to this area and must not be left in the service corridors. In the event that the area is full or cannot be accessed, retail staff should notify Centre Management.

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## **Glass (for any food or drink retailers only)**

Festival Place provides common glass bins for food retailer's use; no other style may be used unless approved by Centre Management. All glass waste generated must be placed in the designated glass bins provided and they will be exchanged for an empty bin once full. Please be mindful that there are local residents close to Festival Square when disposing of glass waste who would expect glass waste to be disposed of by no later than 10.00pm. No transferring of glass from container to container will be permitted in any common area.

## Waste Separation (normal waste stream)

Festival Place ask stores to segregate their waste and by doing this simple task will maximise our recycling streams. Where possible please separate the following items, which can be put in clear sacks and placed in the recycle bins in our recycling zones:

- Flat-pack all cardboard boxes stacked in blue bins.
- All types of paper to be put in clear bin bags.
- Plastic packaging, wrapping and carrier bags can go directly to our bins.
- Plastic food containers (washed) all types of drinks bottles, cups, aluminium cans. Please ensure that all containers have been emptied and put in clear bin bags.
- Festival Place provides common glass bins for retailer's use. No other style may be used unless approved by Centre Management.
- All food waste must be put into our clear 25 litre containers. The food must be unpackaged and free from all contaminants i.e. cocktail-sticks, napkins, crockery etc.
- We accept all clothing / textiles in good condition these should be put in clear bin bags. (All proceed are donated to our nominated charity)
- Please put used mobile phones in to the phone bin located on Bedford Square. (All proceed are donated to our nominated charity)
- Some types of pallets can be recycled, please contact the Housekeeping Management Team for further information.

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## Controlled Waste

There are certain types of waste that Festival Place is unable to process within our retailer collection agreement. Alternative arrangements will need to be made by the retailer for disposal of the following:

- Retail stock, plate, glass, display shelving, crockery, ceramics
- Gas bottles
- Waste Electrical and Electronic Equipment waste (WEEE)
- Large electrical items such as freezers, fridges, television.
- Shop fixtures and fittings

Please contact the Housekeeping Management Team for advice on the removal of these items as we may be able to offer a competitive cost to remove these items.

Please contact the Housekeeping Management Team for advice on the removal of these items.

### **Waste Water (for any food or drink retailers only)**

All waste water generating equipment within the retailer's demise shall be connected to Festival Place's common in-ground drainage system. Retailers are responsible for ensuring that only permitted waste is discharged into the drainage system and cannot be discharged into common area drains, lakes or landscaping.

The retailer must install and maintain an adequately sized "enzyme type" grease converter to capture all liquid waste prior to entering the drainage system. Festival Place has a designated team shall regularly inspect the retailer's grease converter and should approve the specification of the grease converter prior to its installation by the retailer.

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### **Waste Oil and Grease (for any food or drink retailers only)**

Spent oil (if applicable) should be kept in oil drums and stored within the retailer's demise on a bunded container for collection by the retailer's appointed contractors. It is not to be taken across malls during trading hours. No waste oil drums may be left in any common area. No oil may be discharged into the drainage system.

Certain food retailers are required to operate and fully maintain an approved grease trap or digester in accordance with the manufacturers supplied instructions. In the event that the retailer does not operate or maintain the grease trap or digester in accordance with the manufacturer's supplied instructions, Festival Place retains the right to the following:

- The right of access to the retailer premises at any time in order to inspect the operation of the converter.
- The right to operate and maintain the grease trap or digester in accordance with the manufacturers supplied instructions.
- The right to recharge the retailer directly for the total of any costs incurred in the correct operation and maintenance of the grease trap or digester and / or any costs incurred in clearing out drains as a result of any misuse of the equipment.

To ensure the integrity of Festival Place's drainage system, Festival Place will require access to inspect the retailer's grease converters on request. Where grease converters are defective, Festival Place may arrange for remedial works on the equipment. The costs of any works will be charged directly to the retailer.

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### **Waste Timing and Routing**

Waste areas shall be accessible 24 hours, but after-hour access must be scheduled with Centre Management. All refuse must be taken directly from the retailers units to the designated waste zone areas and no waste is to be left outside rear entry doors, in service corridors or service yards. Waste may not be left in the retailer units' front of house area during trading hours.



# Cleaning Standards

Festival Place employs a large dedicated Housekeeping Team, working throughout the day and night. Public areas and 'deep cleans' are conducted outside of the core trading hours. During the core trading hours a smaller team is on duty to litter-pick, empty bins and ensure that the toilets are maintained in a clean condition. Each retailer is responsible for the internal cleaning of their unit and of the outside fascia and windows of their unit. We would expect that the levels of cleanliness within each unit remain as high as you would expect them to be in the malls outside your unit. Please be aware that window cleaning the external of stores glazing is to cease at 8am for Health and Safety reasons. Festival Place is able to provide window, fascia and shutter cleaning to its retailers at a competitive rate.

For advice on the standards of cleanliness that we would expect of your unit and how to achieve these, please contact Tom Higgs via My FP.

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## **Pest Control (for any food or drink retailers only)**

Wherever there is food waste there is a possibility of vermin, especially if the waste is not disposed of correctly. Therefore, we would request that all foodstuffs are disposed of as soon as is possible and in the appropriate manner, using sealed bags in the green wheelie-bins. Should a bin be full, waste should not be placed by the side of the bin. Please inform the Control Room if the bins are full and they will arrange for a replacement.

Should you become aware of any vermin in or near to the Centre please inform the Control Room immediately, the Control Room Team will inform the Compliance Manager.

For advice on the disposal of foodstuff or other waste, please contact the Housekeeping Manager via My FP.

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## **Timing and Routing (for any food or drink retailers only)**

Refuse bin room areas are provided for certain retailers. These are the responsibility of the individual retailer who should ensure the area is kept clean and locked at all times. All refuse must be taken directly from the retailers unit to the recycle zones and may not be staged (including outside rear entry doors, in service corridors or service yards or the bins within them). Refuse may not be staged in the retailer units' front of house area.

**Kitchen Emissions (for any food or drink retailers only)**

Kitchen exhaust emissions are to be cleaned via the installation of pollution control devices (de-ioniser and charcoal filter units) as part of the retailer's HVAC system. Retailers must ensure pollution control units are regularly maintained and are fully functional. Centre Management shall regularly inspect retailer's pollution control units. Where emissions are shown to affect Festival Place louvers or brickwork the retailer may be charged the relevant cleaning cost.

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**Back of House Storage (for any food or drink retailers only)**

A number of the mall located retailers are configured with integral storage facilities. However, island mall offers will have remote storage facilities to be used for storage of product and equipment only.

Containment of food and non-food products, hazardous substances (cleaning fluids etc) and equipment must meet all relevant Health and Safety Regulations. Storage facilities, including remote storage units, may not be used for food preparation or as staff amenities.

Transportation must be carried out using only approved routes along back of house corridors in accordance with all relevant Health and Safety and Hygiene Regulations. The transportation of food and non-food product to and from remote storage units is the retailer's responsibility. Details of the access routes shall be provided to the retailer by Centre Management on request.

The cleaning of the storage areas is the responsibility of the retailer and must include any remote storage area. These areas must be subject to the same cleaning and audit criteria as all production space.

Please find a useful guide on the following page to help correctly dispose of all recyclable and non-recyclable items.

# RECYCLE GUIDE

Helping you to correctly dispose of all **recyclable** and **non-recyclable** items.

## YES PLEASE



*Don't forget...  
All items must be empty and clean!*

### Mixed Recycling



- Paper
- Magazines
- Plastic packaging
- Milk bottles\*
- Drinks bottles\*
- Coat hangers
- Cans
- Polystyrene
- Plastic tubs\*
- Clean clothes

\*Please ensure items are washed out.

### Glass Bottles



Restaurants:  
please place all glass bottles into your designated glass bottle bin. Any items of glass that are not bottles can be removed at an additional cost. Please contact the Housekeeping Team to request a quote.

### Food Waste



All consumable food is recycled on-site through our Waste 2 Water machines.

Please place your food in the food buckets provided and our team will collect it from your unit.

### Cardboard

Please ensure all cardboard is flat packed and place into the blue cardboard bins.



## NO THANKS



*Remember to dispose of these items correctly!*

### Additional Waste



- Electrical items
- Metals
- Shop fittings
- Old stock items
- Light fittings / bulbs
- Broken glass and crockery
- Any other item that falls outside of our waste recycle stream

### Contaminated Waste



Please try not to contaminate your recyclable waste with canteen waste. Any canteen waste that cannot be recycled or put through our Waste 2 Water machines is to be placed in a clear bag and disposed of in the correct bin.

### Hazardous Waste



- Batteries
- Chemicals
- Blood contaminated items
- Soiled nappies
- Sharp objects
- Cooking oil
- Paint

These items cannot be put in the waste stream. Please contact the housekeeping Team who can advise you of the best way to dispose of them.

### Pallets and Cages

In order to keep the service corridors sterile and safe all pallets and cages will be removed from the service counters. If you wish to back haul your cages or pallets please store them in your unit ready for collection.



# The Car Park

The Festival Place car park is designed to use as much of the roof space as is possible as well as entwining itself around some areas of the mall. The tariff is competitively set in line with other pay-to-park car parks in Basingstoke and competitors. The car park machinery is supplied and maintained by our nominated company. Cheaper car parking for retail staff is available for those whose units participating in the FP Perks. To collect your parking value card please visit the Customer Lounge next to Patisserie Valerie.



# First Aid

It is the retailer's responsibility to conduct a First Aid risk assessment at their unit to determine the level of First Aid cover that is required. Festival Place is under no legal obligation to provide First Aid to either customers or retailer staff. Under the Health and Safety (First Aid) regulations 1981 we are only obliged to conduct a First Aid risk assessment on our staff. However, of course we go beyond our legal obligations and will dispatch First Aiders to any incident which requires First Aid.

As per HSE Guidelines, for low risk environments like the majority of retailers, the retailers who employ less than 25 staff should have an 'Appointed Person' (1 or 2 day course) or if the retailer employs more than 25 staff they should have a 'First Aid at Work' person (3 day course). For larger businesses there should be 1 First Aider for every 100 employee's.

Festival Place is able to provide first aid training at a lower cost than the majority of commercial providers; however it is only cost effective to train a minimum of 6 persons. Should the retailer deal with an incident within their unit there is no requirement to inform the Control Room unless an accident has occurred in a communal area or an ambulance has been called. For advice on how to manage first aid incidents or to discuss arranging a training course please contact the Security Manager via My FP.

# Accident Reporting and RIDDOR

When an incident occurs, the retailer is required to record First Aid details of the incident in the store's Accident Record Book. The retailer is responsible for notifying Festival Place of any incident that occurs in communal areas as soon as possible, whether it involves the retailer as the casualty or the retailer attending to a casualty.

**As a guideline the following types of incidents should be recorded:**

- First Aid is rendered
- Advice is given to attend hospital / GP / rest
- An ambulance is called
- Casualty declines treatment

This is only a guideline and the rule should be that if in doubt, record the incident.

**Any accident report should include the following details:**

- Name of the person dealing with the incident
- Name and address of the person/s involved in the incident and DOB
- When and where the incident occurred
- What happened
- Any materials that were used (e.g. plasters, bandage)
- Photos of area

It is the responsibility of retailers to carry out a First Aid Risk Assessment on their units and to provide statutory First Aid cover, if required. If the numbers of staff mean that no First Aid cover is required, then a member of staff would still need to be appointed as the person responsible to care for a patient, until a qualified First Aider arrived. As a guide, an Appointed Person is usually recommended for every 7 staff or a certificated First Aid at Work person for every 50 staff in low risk environments. Please note that Festival Place endeavour to have a qualified First Aider on duty at all times. In extreme circumstances First Aid assistance can be requested by contacting the Control Room or approaching any member of Festival Place staff. A First Aider can then be dispatched, using our radio system. If you require any further information or advice regarding this matter, please contact Control Room on **01256 326101**.

Depending on how serious the incident is, it may be necessary to report the incident under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations).

**The following incidents are generally RIDDOR reportable:**

- Over 7 day injury i.e. injured party off work for 7 days or more
- Major injuries
- Dangerous occurrences / near misses
- Disease
- Fatalities

If the retailer is unsure of whether an incident is reportable or not the retailer should consult the Duty Manager, alternatively the retailer can report it online at **www.riddor.gov.uk**. For information on reporting accidents please contact the Control Room on **01256 360101**.

If a First Aider is required please call the Control Room on **01256 360101**. In the case of an Emergency ONLY, please call **01256 360111**.



# Truancy

Festival Place receives details of local school holidays from the Hampshire County Council Education Division via the internet and is, therefore, able to monitor truancy. However we are not always aware of inset days or study leave periods.



# Visitors

Visitors to the centre must attend Reception to sign in, collect a visitor's pass and be briefed on evacuation procedures. Please note retailer shop floor team are exempt from this process. For any contractors visiting to carry out works within your unit, please ensure they sign in at reception. If this does not happen, all risk will be with the retailer.



# Disabled Access

Festival Place continually reviews access in and around the centre and takes a very pro-active stance on disabled access to the centre. The responsibility for disability access in each unit remains the responsibility of the retailer. Festival Place was designed with disabled access in mind. There are designated areas in the car park that have been allocated specifically for disabled parking and customers with access needs, such as parents with children. Please refer to Section 6 – Festival Place Fire and Life Strategy for disabled refuge points.



# Smoking Policy

The whole of Festival Place is non-smoking. Staff are expected to work to the standards that are expected of the Festival Place Team, such as not smoking in public areas and working toward the highest possible level of customer service at all times. The use of electronic cigarettes is also not permitted within Festival Place.

## 6 | Festival Place Fire and Life Strategy



# Emergency Access

There are routes for which the emergency services may access the centre in order to arrive at the scene of an incident without delay. In order that these routes and the detailed site knowledge of the Festival Place Team are used to their full potential it would be prudent that you and your team contact the Festival Place Control Room on **01256 360101** every time you call the fire and rescue service, police or ambulance service to your unit. Members of the Festival Place Team will then be able to meet the emergency services at their point of entry and escort them to the location of the incident.



# Evacuation and Refuge Areas

There are many possible causes of an evacuation of either the store, the zone or of the whole centre, some of which are covered below. Generally, however, the lead in any evacuation will be taken by the Festival Place Team, co-ordinated by the Control Room and the Duty Manager. The retailer, its employees and neighbours can assist in this process by following any instructions from the Festival Place Team. Festival Place is normally evacuated in zones but is dependent upon the seriousness of the fire / threat.

It is however, the responsibility of each unit to manage its staff and customers, at any time that the store is instructed to evacuate or that an evacuation message is transmitted over the internal public address system. You are responsible for ensuring that the store is fully evacuated. Once the staff and customers are out of the unit they are required to move to the edge of that zone which will be cordoned off by the Festival Place Team.

In the event of a multi-zone evacuation you will be asked to move back to the edge of the adjacent zone as directed by the Festival Place Team. In the event of a full centre evacuation, you are required to attend your secondary muster point outside of the shopping centre and liaise with a Festival Place fire marshal. If for any reason access / egress is not possible for a disabled customer the retailer should escort them to the Disabled Refuge Areas, which are located at various points within the network of service corridors and remain with them until assistance arrives. The retailer should try to familiarise themselves with the location of their nearest Disabled Refuge Point. Refuge points are located throughout the building and it is important that all staff are aware of the nearest point to their unit. Generally, refuge points are situated near flights of stairs. The stairs and access routes must be kept clear at all times. It should be remembered that under no circumstances should anyone using a refuge point be left during an evacuation. It is important that a member of staff remains with the customer until assistance arrives to take them to a place of safety. The Festival Place Management Team requires information from the retailer to ascertain how you plan to manage the evacuation of disabled customers from your unit in the event of a fire / bomb evacuation. The Festival Place Management Team will visit the retailer regularly to update this information.

Appropriate tannoy announcements will be made in the event of an evacuation. **Please listen to the instructions on the sounders and follow these carefully.**

For further details or advice, please contact the Control Room on **01256 360101** or attend one of our Fire Safety Training courses.

During an evacuation, however, the Control Room should not be called. If you require immediate assistance please locate a member of staff.

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## **Muster Points**

**There are 5 Secondary Muster Points around the centre:**

**Point A:** Behind St. Michael's Church

**Point B:** Cross St. by Blue Coat Statue

**Point C:** In front of St. Michael's Church

**Point D:** On Eastrop Roundabout

**Point E:** In Banjo Area

- Advise the Facilities Manager or Facilities Management Team of any flammable mixtures, liquefied petroleum gases or explosive substances to be used or stored on the site prior to the works.
- Not discharge fuel anywhere on the site.
- Obtain a Permit to Work prior to commencing any operations involving the use of any flame or heat producing equipment.
- Employees comply with smoking controls on the site.
- Provide additional firefighting equipment as appropriate to the works.

Ensure that their employees are familiar with escape routes and muster points.



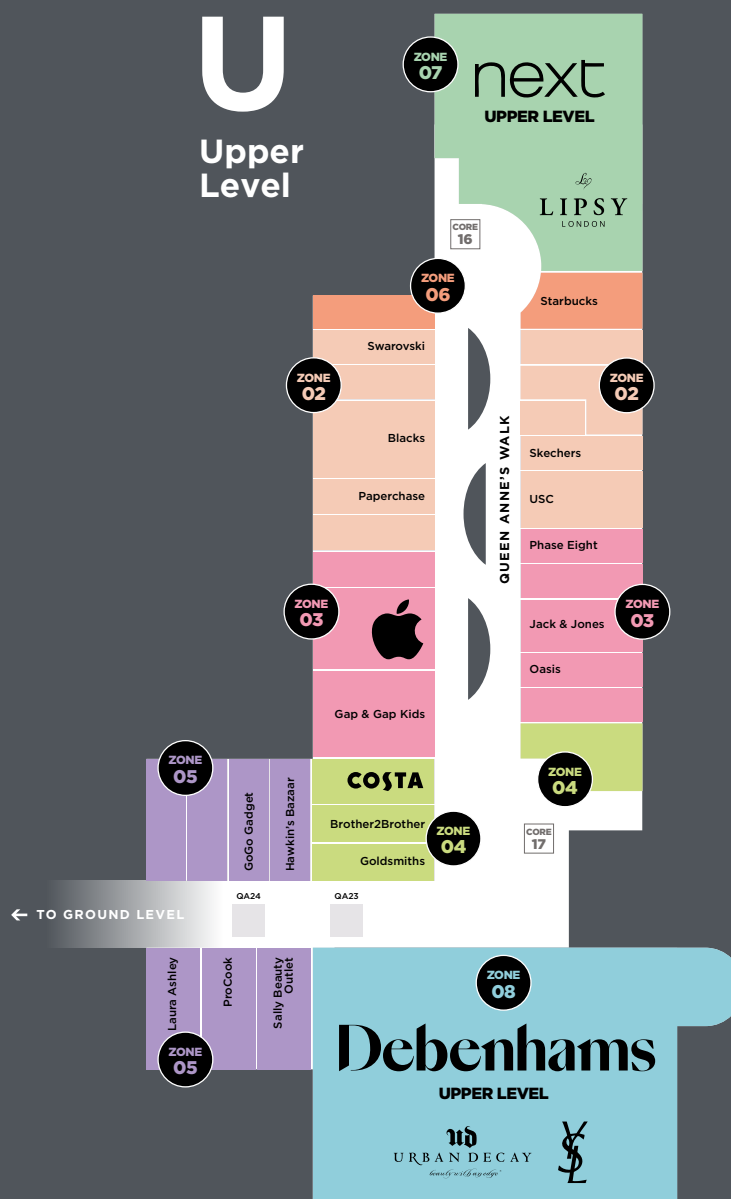
For further details or advice please contact the Security Manager via My FP.





# Mall Zones - Upper

For further details or advice please contact the Security Manager,  
Craig Allen on **01256 360132** to arrange training.



# Fire

Festival Place is fitted with an extensive and state of the art fire detection system which is managed through the Control Room. Each store however, is required by law to have an internal fire detection system and procedures to follow in the event of a fire or fire alarm. In general, if the unit's fire alarm activates, a signal will be sent to the Landlord's panel and PC in the Control Room. This triggers a 90 second countdown during which there may be an 'alert' message. The unit then goes into an evacuation status with the cause and effects that may follow from that status, such as automatic doors closing and a message being transmitted to evacuate. Simultaneously a 3 minute (180 sec) countdown will be underway on the Landlord system in the Control Room before the Landlord areas and neighbours in the zone will go into evacuation status.

The Festival Place Team will be en route to your store to investigate the activation in the hope that the systems can be reset prior to the 180 second or 3 minute countdown elapsing.



## The Fire Alarm

Each unit's fire alarm is linked to the Festival Place Landlords Fire System, as are all retailers. Should a smoke head activate in your store an alert message will sound within the store and a signal will be sent to the Festival Place Control Room. Please do not reset. Ensure that their unit is evacuated correctly in line with the retailer's company procedures. After a further 90 seconds the adjacent units within the fire zone will be sounding an alert message and after a further 90 seconds these units will then be sounding an evacuate message, at such point the fire zone itself is under evacuation. The timings, as listed, will be shorter if the cause of the activation is a manual call point or sprinkler head activation. In these circumstances the initial "Alert" stage will be skipped and the "Evacuate" message will be broadcast.

The retailers are responsible for carrying out statutory fire alarm testing. Prior to any fire alarm or sprinkler system test, retailers must first notify your intention to the Control Room on **01256 360101**. If you fail to alert our Control Room, your test will not be logged and a compliance letter will be sent. Each retailer has an allocated time slot.

For further information or advice, please contact the Control Room on **01256 360101**.

# Emergency Lighting

The emergency lighting in each unit is the responsibility of each retailer to maintain and test. Representatives of the Centre Management Team will attend the unit each quarter to check that there are records of monthly, six monthly and annual tests. To check the lighting in the unit, each month the emergency lighting should be turned on and off to ensure that it works. Every six months the lighting should be turned on and left for 1 hour before being turned off and annually the lighting should be turned on and left for 3 hours before being turned off again.

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# Sprinklers

Many of the stores, although not all, have integral sprinkler systems linked to the landlord supply. The maintenance, upkeep and testing of these is the responsibility of each retailer. It is required that, as a minimum, sprinkler flow switches are tested quarterly and serviced annually.

All fire alarm, sprinkler and emergency lighting tests should be logged and records kept available for external audit inspections.

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# Fire Officer / Audit Inspection

It is the responsibility of each retailer to ensure that they comply with all current regulations and registration. However, if it is a common area, used by all retailers, then our Facilities Management Team will arrange the necessary compliance. If the retailer does not comply with the fire officer's requirements you are at risk of closure. Fire safety is a legal requirement to ensure that life safety is protected and fire safety audits will be conducted in all retailers units as required by the landlord.

If you are unsure as to who is responsible or require any further advice or assistance, please contact reception on **01256 326022**.

# Suspect Package

In the modern world any tourist destination, including regional shopping centres like Festival Place, must be aware of the potential for terrorist activity to affect the business. The most likely, common and successful way of achieving disruption to a business such as ours is the use of suspect packages. Abandoned bags and cases should not be assumed to be lost property without being adequately checked, in most cases by the police. Should you find a suspect package within the centre the retailer should contact the Control Room and evacuate the store. The Control Room will liaise with the Duty Manager and coordinate an appropriate evacuation of the area whilst calling the police.

**During such an incident some basic guidelines should be followed:**

- Do not use mobile phones or radios within 30 metres of the package
- Do not move the package
- Evacuate the immediate area
- Stay calm
- Ensure that whoever saw the package is available to speak to Festival Place staff and the police

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# Conducting Searches

In an incident such as a third party receiving a malicious call with non-specific information regarding a possible suspect package being left in an area, including the store, a search will be instigated. With the potential area to be covered in any search being large, it is essential that those searching for anything suspicious are aware of the layout and idiosyncrasies of the area being searched. What appears suspicious to a person not familiar with an area may in fact be a customer collection area in which bags are routinely left. For these reasons any search of a store should be conducted by the retailer and its staff, with the findings passed to the Control Room.

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# Gas / Chemical Leak

The most likely cause of any chemical or gas leak within Festival Place would be from the chlorine storage room at the Sport Centre, for which the Management Team have a thorough plan. It is likely that the Festival Place Management Team will follow the lead of the emergency services as many variants of such an incident are possibly dependant on the type of substance leaked and its location. For example, it is likely that under different circumstances the advice may be either to evacuate the centre or to lock people into the centre.

## 7 | Your Store / Restaurant



*festival*  
PLACE  
BASINGSTOKE

# Demise Area

The retailer's lease explains that there are restrictions and can only approach customers and make sales within the confines of their unit, with staff not permitted beyond the unit to promote sales. For further advice contact the Business Performance Manager, Rachel Carter via My FP.



## Window Display Standards

Retailers are always required to employ a professional appearance. It is imperative that the standards of window displays are also to a professional standard.

**Please find below an overview of the standards that are expected:**

- Display windows should be kept fully illuminated during the core trading hours.
- All internal signage, ticketing and other display materials must be of a high standard, tasteful and of a professional design.
- Hand-written signage or any poor quality signs are not permitted. The Festival Place Management Team reserves the right to remove any material that is not considered to meet the high standards of the centre.
- All temporary signage must receive written approval from Centre Management.
- Retailers must not display any flashing lights that can be seen from outside the shop unit.
- Window graphics applied to the window directly must not cover more than 10% of the window space. Please be aware particularly during 'Sale' periods.
- Signage, menu panels, specials boards, graphic panels etc, must be kept clean and presentable at all times. With the exception of approved chalk boards, handwritten signs will not be permitted in the unit.
- No signage is permitted outside of the unit or in any external seating area, unless specifically agreed and documented.
- All signage boards must be from a nominated system and fitted to an agreed standard. Further updating or alterations to the signage system must utilise the standard manufactured parts of the nominated system.
- All signage and marketing materials must be accurate and up to date at all times.



# Training

Retailers will be responsible for all aspects of staff training.

**This will include but is not limited to the following:**

## **Statutory training**

Conduct in accordance with Fire and Evacuation procedures, Food Safety / Handling, Employment, Health and Safety at Work.

## **Unit Operational training**

Job role related, refuse / delivery routes, cash handling and housekeeping.

## **Customer Service training**

Guest care, complaint handling, hosting excellence, service and amenities, promotions and events.

## **Festival Place training**

Festival Place can offer training and support on waste management, delivery procedures, out of operational hour's access, staff parking, fire and evacuation procedures, public safety threats, the Springboard sales scheme and any other procedure specific to Festival Place.



# Service and Utilities

Any alterations to the services and utilities in the unit must comply with the Festival Place Shopfit Guide which can be downloaded at <http://www.festivalplace.co.uk/retailer.htm>

The retailer shall establish an account for the purchase of electricity and gas, where applicable, directly from the respective supply authorities. As well as purchase water directly from the water authority.

In the event of electricity, gas, water supply or external telecommunications supply difficulties, the retailer must contact the relevant supply authority in the first instance and then Centre Management.

In the event of in-ground drainage difficulties, the retailer must contact Centre Management in the first instance. Where the retailer has caused disruption to these services, Centre Management shall rectify the disruption and charge the retailer for any costs incurred.

## Utility Billing

In normal circumstances each retailer is responsible for arranging a billing company for the store. However an exception to this applies occasionally when the Landlord agrees a short term let with utilities included. The offices in Paddington House have gas heating which is included in their lease, however, the electricity supply is sub metered from the Landlord's supply so that a bill for usage is raised by the managing agent.

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## Electricity Meters

Meters are located throughout the centre. The Festival Place Facilities Management Team can access them on the retailer's behalf, but in order to book a meter reading with the Facilities Management Team, the team will need to be notified at least 24 hours in advance. For advice or assistance, please call the Festival Place Facilities Management Team on **01256 326022**.

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## Insurance Claims

Any area rented out becomes the responsibility of the retailer. Any claim against the Festival Place insurers would only be following incidents where occurrences emanating from the Landlord controlled areas and caused by a negligent act or omission on the part of the landlord. Claims for the contents, stock and removable fittings in each unit should be insured by the retailer's insurers.

# Statutory and Other Legal Requirements

It is in the interest of both Festival Place and the retailers that every unit within the centre is fully compliant with all relevant legislation. There is a raft of legislation that affects the centre, all of which the Festival Place Management Team strive to ensure that the centre is fully compliant with. The retailer should be aware that it is the responsibility of each Retail Manager to ensure that their unit is compliant.

**The legislation which you should be aware of includes:**

- The Health and Safety at Work Act
- The Management of Health and Safety Act
- The Equality Act
- The Data Protection Act
- The Regulatory Reform Fire Safety Order

## Enforcement Bodies

Often linked to the legislative compliance, there are a number of enforcement bodies which may present themselves at each unit, with varying degrees of power.

**These include:**

- Environmental Health Officer
- Fire Officer
- Police
- Bailiff
- Customs and Excise
- Immigration Officer

This list is by no means exhaustive, for advice please contact the Security Manager on **01256 360132**.

# Key Holders

It is vital that the Control Room have access to contact details for the key holders to your shop. These need to be uploaded via My FP, when a new person joins the app. It is the managers responsibility of each store to ensure a minimum of 4 key holders are on My FP with up to date phone numbers. This is for a number of reasons, such as an out of hour's incident such as fire alarms or shops are occasionally found to be insecure overnight. Under normal circumstances, the key holder should live within 20 minutes travelling time of Festival Place. If the unit's alarm system is monitored by a central monitoring station, then Festival Place also need to know the contact details and alarm reference numbers.

It is the retailer's responsibility to replace lost keys and / or locks. All keys to retail units are handed over when the retailer takes on the lease. Festival Place does not hold any keys to retail units and are not permitted, under any circumstances, to accept keys for a retail unit. It is the retailer's responsibility as a key holder to ensure ownership of the keys to their own unit. It would be unacceptable for a retailer to leave the keys to their unit with another retail unit due to security reasons. If there is a discrepancy with key management, we suggest you liaise with your Head Office. If you have any queries on this matter please contact the Control Room via My FP.

The Control Room maintains a database of all retailers' key holder details. Festival Place is fully compliant with GDPR (General Data Protection Regulation) legislation and only use this data in the event of the unit being found to be insecure, an intruder alarm activation in the unit, or if the store has failed to open for trade. There are also incidents, outside of Festival Place control, when we may need to contact a key holder to attend the unit. The key holder information, held by Festival Place, will be reviewed regularly by the Business Performance Manager in conjunction with the Control Room on a monthly basis.

# Licensing Restrictions

A number of retailers, cafés and restaurants have a license to sale alcohol. It is the responsibility of the retailer to ensure that alcohol is only consumed within the boundaries of the unit and that licensing time restrictions are strictly adhered to. In line with local by laws, alcohol may not be consumed within Festival Place outside of appropriately licensed premises. For information and guidance on licensing laws and restrictions please contact the Basingstoke and Deane Borough Council.

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# Technical Issues, Defects or Faults

Each retailer is responsible for arranging a call-out of a suitable engineer. In an emergency situation, such as a gas leak for example, Festival Place will help to effect emergency repairs and / or give suitable advice. If possible, a charge may be levied. For advice or assistance, please call the Facilities Management Team on **01256 360115** or dial the Control Room in the event of an emergency **01256 360111 (Emergency Only)**.

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# Disposals During a Refit

The retailer will need to arrange their own skip to dispose of the old fixtures and fittings during a refit. All retailer skips will need to be authorised by Centre Management. There are times and environmental restrictions as to how long the skip can be positioned in the Service Areas. For further information please contact the Festival Place Compliance Manager via My FP.

# Access Issues

It is the responsibility of each retailer to dispose of empty pallets to avoid corridors becoming blocked. The Fire Officer may issue improvement or probation notices if these areas are not maintained satisfactorily. It is advisable that the delivery drivers should take them away with them after making their delivery to the unit. If you require advice regarding waste disposal, please contact the Festival Place Housekeeping Manager, Tom Higgs via My FP.

## Restaurant and Café Retailers

Retailers should strive to exceed the expectations of their customers by ensuring that the food and beverage service is carried out to the highest brand standard at all times. Food retailers must be open and ready to trade to meet the trading hours. By this time, front of house areas should be dressed and lit and staff should be present in serving areas. At peak times, food retailers must ensure that their production systems, eating areas and staffing levels are able to meet demand. Utilising crockery and table service, if applicable in keeping with their brand standards and statutory hygiene regulations, trained food handlers will carry out all food service.

### Restaurant Seating Areas

The restaurant seating area includes internal and external areas. All furniture must be contained within these areas; this includes all advertising notice boards, planters or barriers.

### External Seating Areas

- The daily clearing of crockery and refuse from floors and table tops from the external seating areas, if any, will be undertaken by the retailer. Their responsibilities will focus on maintaining the overall cleanliness including wiping table tops and seats and resetting furniture.
- In addition the external seating area, where applicable, is considered to be the responsibility of the retailer within trading hours. This area must be kept clean and operational throughout the trading day. Attention must be given to the re-setting of these tables between usages to minimise waiting at peak times.



- The external seating area, if applicable, must be cleared and operated to the same standard as internal seating. All areas of seating must be available and ready for use at peak times.
- The retailer is responsible for the operation and cleaning of any external seating areas during trading hours.
- All tables, chairs, menu boards and barriers must be maintained to a new standard, replaced or repaired as required and in a timely manner.
- Seating area's and barriers along with menus and A-boards must be kept within the retailer demised area. Failure to adhere to this may result in the matter being escalated and the offending property being removed.
- Festival Place's Centre Management Team will be responsible for the common area cleaning of floors during trading hours (excluding the external seating area for which the retailer shall be responsible during the trading hours as above) and the deep cleaning of all common area surfaces outside of the trading hours, including external seating areas. To enable this, the external seating area is to be cleared of all furniture by the retailer when the unit closes to enable the centre management team to deep clean. Care should be taken when removing tables and chairs so as not to scratch the floor. If any scratches or marks to the floor are noted the retailer may be charged the cost of cleaning or repair.

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### Public Toilet Facilities

With the exception of island catering units, all operations will be required to accommodate their own public toilet provision. Retailers will be responsible for the design and fitting of all such provision. However, the provision must meet both Environmental Health Officer and Building Control approval. Separate provision must be made for staff toilets and staff accommodation. Island catering staff should use facilities to be designated by the Landlord and should not use public conveniences for changing.

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### Menu Schedule

Festival Place is composed of a range of complementary food offers and menu formats. To maintain this variety, individual retailers have defined product lists, which must be adhered to at all times. 90% of the core menu should be available at any trading time.

## Hygiene and Health and Safety Audits

All areas of the retailer's demise and external seating area, if any, must be subject to scheduled cleaning. It is the retailer's responsibility to determine the frequency of cleaning for the different elements of the tenancy. All cleaning schedules and procedures must comply with statutory hygiene regulations.

Thorough cleaning of production area equipment, foodservice areas, equipment and staff facilities must be carried out at least daily. Deep cleaning of production areas, extraction canopies and ductwork should be scheduled at least every 6 months. Specific attention must be given to the cleaning of oil filters and extraction ductwork. Oil filters within extraction canopies must be cleaned at least weekly. Retailers must carry out detailed Hygiene and Health and Safety audits at least quarterly. Audits must include all areas of the demise including any remote storage space.

Festival Place and all retailers have a mutual obligation to ensure the highest possible level of health and safety for both guests and employees. Festival Place and the retailer will be required to meet at least the minimum statutory regulations.

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## Grease Converters

To ensure the integrity of Festival Place's drainage system, Festival Place will require access to inspect the retailer's grease converters on request. Where grease converters are defective, Festival Place may arrange for remedial works on the equipment. The cost of any works will be charged directly to the food retailer. Grease converters are required to be installed with any new restaurant fit-outs and existing restaurant re-fits if not already installed.

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## Extraction Ductwork

Extraction ductwork must be checked and cleaned at least quarterly. Retailers will be required to appoint their own specialist contractors to carry out this cleaning. Retailers will be required to provide Festival Place with certificates confirming that the extraction ductwork has been checked and cleaned for each quarterly period.

**In the event that retailers do not check or maintain their ductwork, or produce cleaning certificates, Festival Place retains the right to the following:**

- The right of access to the retailer's premises at any time in order to inspect the cleanliness of all ductwork.
- The right to recharge the retailer directly for the total of any costs incurred in the checking, cleaning and certification of their ductwork.
- Filters that are not removing grease can cause discolouration and degradation of Festival Place brickwork and louvers. A photographic record is kept of these areas and where it can be shown that grease is affecting the louvers etc. a retailer may be charged the costs for cleaning.

## Kitchen Emissions

Kitchen exhaust emissions are to be cleaned via the installation of pollution control devices (de-ioniser and charcoal filter units) installed as part of the Retailer's HVAC system. Retailers must ensure pollution control units are regularly maintained and are fully functional. Centre Management shall regularly inspect retailer's pollution control units. Where emissions are shown to affect Festival Place louvers or brickwork the retailer may be charged the relevant cleaning cost.

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## Record Keeping

In line with current legislation, retailers must keep detailed records of all audits carried out, cleaning records and temperature control records. These should be made available to Centre Management on request. Centre Management may wish to inspect any tenancy or associated area to monitor performance at any time, on 24 hours' notice. Access should not be denied. Where there is an identified need for cleaning or a breach of hygiene regulations has been identified and notified by the proper authority, retailers are obliged to carry out remedial works as soon as possible. Festival Place may undertake this work and will charge the retailers for any costs incurred, if the remedial works remain outstanding after the notified period.

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## Training

The retailer will be responsible for all aspects of staff training.

**This will include but is not limited to the following:**

- **Statutory** – Fire and evacuation procedures, food safety / handling, employment, health and safety at work
- **Unit Operational** – Job role related, refuse / delivery routes, cash handling and housekeeping
- **Customer Service** – Guest care, complaint handling, hosting excellence, service and amenities, promotions and events
- **Festival Place** – Waste management, delivery procedures, out of operational hours access, staff parking, fire and evacuation procedures, public safety threats and any other procedure specific to Festival Place

The retailer must ensure that new staff are provided with statutory training prior to commencing duties and with all other minimum training requirements within one week of commencing duties. Records of all training given must be maintained by the retailer and be kept in the unit.

## 8 | Contractors



# Before Commencement of Work

All contractors must sign in at the Centre Management Suite before the commencement of any work and it is the retailers' responsibility to ensure this procedure is followed. No contractor will be permitted to commence works without giving the Facilities Management Team at least 48 hours' notice except in an emergency situation.

## **No contractor will be allowed to commence work without:**

- Supplying Health and Safety information in advance.
- Informing the Facilities Management Team of any potential risk that may be posed by any plant, equipment or materials to be used during the works, prior to bringing them onto the site.
- Ensuring that all plant, equipment, materials and systems of work used during the contract comply with the Health and Safety at Work Act and other statutory requirements.
- The area of operation, access and storage etc. having been clearly defined and agreed with the person engaging them.

A Work or Access Permit is required prior to any planned works conducted inside or outside of a unit. An additional permit will also be required for any special High-Risk works as listed below within the scope of the works. A permit will be raised when the relevant paperwork (e.g. Risk Assessment, Method Statement and Insurance) has been received at least 48 hours prior to the commencement of the works.



## During the Works

Each approved contractor must provide a list of all personnel who will work on site. A named Supervisor / Safety Co-Ordinator will be appointed by them to liaise on all relevant Health and Safety matters and to be available to be contacted by centre management representatives for the duration of the works.

- Each contractor will be responsible for ensuring that all their employees are aware of their individual statutory responsibilities under the Health and Safety at Work etc. Act 1974 and the rules laid down in these instructions.
- The contractor is not permitted to use any equipment or tools (hand or powered), plant, ladders or equipment belonging to Festival Place or any other equipment permanently housed at Festival Place.
- The contractor is prohibited from using any of the site services such as electricity, gas or water without specific authorisation.
- The contractor shall ensure that there is effective control of dust generated by the works and inform the Facilities Management Team in advance of the works of any potential interference that the level of dust likely to be created may cause on the fire detection system operated within the scheme.
- The contractor will ensure that noise is kept to a minimum throughout the works and if noise is heard on the malls, works may be suspended.

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## Asbestos

The Facilities Management Team will take appropriate steps to ensure the risks from the asbestos are minimised and asbestos management is dealt with in accordance with the company procedures. The contractor should be aware that asbestos is present on this site and that a full register is available in the Management Suite. It is the contractor's responsibility to familiarise themselves with the area of work and the relevant section of the register.

The contractor must take any additional steps necessary to control the risk of exposure of his employees or other persons to asbestos fibres. If asbestos is suspected or discovered, the contractor must stop work immediately and notify the Facilities Management Team. On no account must the work continue. The area must be secured to prevent any persons entering it and all work equipment and clothing must remain in the affected area.



# Permits to Work

**The following high risk types of work cannot be carried out in any area under the control of the centre without a Permit to Work:**

- All roof work
- All work on atria, cupolas, canopies and other such as high level glass or fragile structures
- All excavations and excavation work
- All demolition work
- All confined spaces
- All work on pressure systems
- The use of all cartridge tools
- All hot work (including the use of asphalt and bitumen boilers)
- All welding and flame cutting
- All work on live electrical systems or systems above 240v where workers are exposed to live conductors
- All cranes, hoists, and tower access equipment (but not goods lifts and passenger lifts)
- All overhead work which includes the use of scaffolding, tower scaffolding and mobile elevating platforms
- The use of flammable and highly flammable liquids (except for cleaning and decorating materials)

**Where it is shown by risk assessment that a Permit to Work is necessary for:**

- Work where there is a high risk of injury (such as exists in working with or near live electricity) or where it is not sufficient to rely upon either human behaviour or systems of work
- All usually straightforward operations which may interact with others to cause a serious hazard
- All maintenance work which can only be carried out if normal control measures are removed
- All work which produces new significant hazards

The issue of a Permit to Work will depend on the knowledge and experience of the contractor, the content of risk assessments and method statements provided, other work activities in the vicinity and weather conditions. A permit will not be issued until the Facilities Management Team is satisfied that all necessary measures to make safe and specific conditions are in place. A permit can only be obtained between the hours of 09:00 and 16:00 and no less than 48 hours prior to the commencement of the works.

If the retailer has some contractors doing some welding inside their unit overnight the work will require a site Access Permit and a Hot Works Permit. This should clearly define what work is being carried out and the type of equipment being used. The retailer would also need to ensure that the Control Room is informed in order that the unit's fire alarm devices can be isolated (this may only require local isolation) whilst the hot works is carried out. This is essential if Festival Place is to avoid any unnecessary fire alarm activations. Please note Festival Place requires a minimum of a 1-hour fire watch after the completion of the hot works and that all fire alarm devices are reinstated.

# Fire Precautions

**The contractor must instruct all his employees in regards to the fire and emergency procedures which apply to the site, as well as ensure the following:**

- Their employees are familiar with the fire warning signal and means of activating it.
- Their employees are aware of the location of the firefighting equipment and report any use of such equipment.
- Their employees are instructed not to misuse, remove or interfere with firefighting equipment.
- Their employees do not obstruct means of escape.
- Advise the Facilities Manager or Facilities Management Team of any flammable mixtures, liquefied petroleum gases or explosive substances to be used or stored on the site prior to the works.
- Not discharge fuel anywhere on the site.
- Obtain a Permit to Work prior to commencing any operations involving the use of any flame or heat producing equipment.
- Employees comply with smoking controls on the site.
- Provide additional firefighting equipment as appropriate to the works.
- Ensure that their employees are familiar with escape routes and muster points.

# Electricity

**The contractor will not be permitted to use the site electricity supply without the agreement of the Facilities Management Team in advance. The contractor needs to:**

- Take all practicable precautions to prevent danger to any person from any live electrical cable or apparatus, or any electrically charged overhead cable or apparatus.
- Ensure that all electrical connections to the site supply are only carried out by a qualified electrician.
- Ensure that all installations and appliances are without avoidable safety risk and conform to the 'Electricity at Work Regulations 1989' and all associated statutory provisions and accepted practices, including current IEE wiring regulations.
- Provide suitable switching / isolating at the tool or equipment end of any extension cable used.
- Ensure that all electrical equipment and temporary installations are disconnected or isolated before leaving the area of work or at the end of each working session.
- Ensure that all portable tools are of maximum voltage 110v, supplied from a transformer.
- Ensure that all portable tools and electrical appliances, including extension leads and multi-socket connectors, in use at the premises are examined and tested regularly and are fit for safe operation.
- Electrical equipment and appliances will be visually examined prior to each use to check for obvious faults such as loose wires or damaged plugs, and to remove damaged items from site.
- Not to work on any high tension electrical equipment unless in possession of a valid Permit to Work.

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# Access Equipment

**The contractor will be responsible for providing all access equipment necessary to enable the contract work to be carried out; they will ensure that all equipment is:**

- a) In a safe and serviceable condition.
- b) Is used in accordance with statutory requirements, all relevant Health and Safety Executive Guidance and manufacturer's instructions.

Evidence will be provided in advance of the works of the capability and level of training of any and all staff that are likely to use access equipment.

# Security

## **The contractor will:**

- Permit the searching of any one of their employees, vehicles or property at any time either on the site or within the immediate vicinity.
- Report any use of, damage to, or removal from the site of any property belonging to Festival Place.
- Isolate and secure all plant, equipment and vehicles when not in use and before leaving the site.
- Not store any explosive, flammable or noxious substances on site, even temporarily, without permission.
- Report any losses of property immediately the loss is discovered.
- Not take photographs or copy documents belonging to the site management without written permission.



# Accidents

The contractor will ensure all accidents are reported to the Festival Place Facilities Management Team.

# Completion of Works

## **On completion of all works the contractor will:**

- Reinstall and make good / decorate any surface as necessary to the complete satisfaction of the Technical Services Team.
- Remove all refuse, surplus materials and debris from the site.

## **Other rules specific to site:**

The Shopping Centre trades from 09:00 hours to 19:00 hours Monday – Wednesday, 09:00 hours to 20:00 hours Thursday – Friday, 09:00 hours to 19:00 hours on Saturday and 11:00 hours to 17:00 hours on Sundays. No work in public areas will be permitted after 1 hour before trading commences and until 30 minutes after the close of trading.

Please note that height restrictions are in operation in the car park and service areas. There is no parking permitted in the service areas without permission, all personnel working in these areas must wear high visibility clothing and no private vehicles are allowed in the service areas.

These instructions and rules are not intended to supersede any specific legal requirements or Health and Safety Executive recommendations. If any conflict is identified, it should be raised with the Facilities Management.

**N.B** Whilst every care has been taken in the preparation of these particulars, their accuracy cannot be guaranteed and neither do they constitute any offer or contract. The lease overrides this document and reserves the right to make changes.

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