

# CODE OF CONDUCT

Telford Centre aims to provide a clean, safe, relaxed and family-friendly environment for all our visitors and the following policies are in place to ensure everyone enjoys their visit.



**Children must be supervised at all times.** Please keep a close eye on all children in your care.



Cycling, roller-blades, micro-scooters, skateboards and hover-boards **are not permitted** within the Centre.



**Ball games are not permitted.** Please do not throw anything in the Centre.



**Animals are not permitted in the malls** with the exception of registered assistance dogs.



**Visitors must be fully dressed at all times** including shirts/tops and footwear.



**Unauthorised** leafleting, shopper surveys or canvassing **is not permitted anywhere on site.**



**Smoking is prohibited** inside the Centre and also in the vicinity of entrances. This includes cigarettes and e-cigarettes of all types.



**Unsociable, offensive and inappropriate behaviour** such as running, shouting, swearing or other offensive language **will not be tolerated.**



**The consumption of alcohol is strictly prohibited** except within designated licensed premises.

## CCTV

Telford Centre, managed by Savills (UK) Limited, operates a CCTV system for the detection and reduction of crime, investigation of crime, the monitoring of sites to assist with the provision of good standards of property management and health and safety.

This list is not exhaustive and we retain the right to exclude or deny access to anyone whose actions we feel are inappropriate to ensure all shoppers are able to enjoy visiting Telford Centre. Anyone under the influence of alcohol or drugs will be asked to leave. Unauthorised busking and other sources of music is not permitted inside the Centre. Crash helmets and hoods must be removed before entering the malls. Please dispose of your litter in the bins provided. Groups of five or more with no obvious intention to shop may be asked to leave site. Telford Centre operates a zero tolerance policy to staff abuse, verbal or otherwise. We may also amend the Code of Conduct at any time without prior notice.

