



Code of Conduct



London & Cambridge Properties aims to provide a safe, relaxed and friendly environment for all our guests. We ask that all visitors abide by the Code of Conduct, shown below, in the interest of everyone's enjoyment and wellbeing.

London & Cambridge Properties consistently aims to maintain high standards and will not permit the following:

- Any intimidation of our guests by groups or individuals. All groups of more than five without the intention to shop will be asked to leave the centre.
- Anti social behaviour, including the use of bad language, throwing items over the balustrades, engaging in horseplay, ball games and spitting and any other activity that is detrimental to the Shopping Centre environment.
- Pets, with the exception of assistance dogs.
- The wearing of any item of clothing that is specifically worn to obscure the head/face (e.g. hoods/masks/helmets) with the exception of religious head wear.
- The consumption of alcohol in the centre outside the boundaries of any premises that hold relevant licences.
- Shirts/tops are to be worn at all times.

Ensuring that our guests are free to shop and relax, London & Cambridge Properties will also not permit the following:

- Leafleting, canvassing or the conducting of third party interviews or surveys unless authorised by the Centre Management.
- Unauthorised busking or the selling of goods in the mall or car parks.

To ensure the health & safety of our guests, London & Cambridge Properties requires visitors to respect and show due consideration for the building environment and users of the centre by:

- Adhering to the No Smoking policy within the malls.
- Keeping clear of all fire escapes except in an emergency.
- Not Skateboarding, cycling, roller blading in or around the shopping centre malls and grounds.
- Leaving clear the designated car park spaces for use by our disabled customers.
- Not climbing or sitting on any balustrade, barrier, fence, railing or otherwise misuse of any part of the Centre.
- No inappropriate use of customer lifts and escalators.
- No filming or photography unless authorised by Centre Management.
- No parking on the footpaths or hatched areas by the entrances/exits.

The following legal conditions must be adhered to:

- Any act of vandalism towards property belonging to London & Cambridge Properties or our retailers will be dealt with accordingly and the police will always be informed.
- Clear access routes must be maintained for emergency services.

London & Cambridge Properties reserves the right to deny a person/persons from entering the property and has the right to escort them off site. In addition to this, any person who persistently ignores any of the above or commits a crime will be excluded, for a time period to be determined by the Centre Management.

This Code of Conduct is at the discretion of London & Cambridge Properties Centre Management. London & Cambridge Properties reserves the right to amend/modify this document at any time.