

# Customer Code of Conduct

Here at Lowry Outlet we are committed to making your experience with us as welcoming, enjoyable and stress-free as possible. Whether you're here to shop, eat, visit or play it's important to us that each and every one of you feels at home. With that in mind, we have a few simple house rules that we hope will keep everyone happy.

- 1** Please always keep an eye on any children in your care.
- 2** Intimidating behaviour of any kind towards other visitors, our staff or our retailers is not tolerated.
- 3** We all wish we were in the sunshine but shirts/tops and footwear must be worn at all times, no matter how hot it is.
- 4** We understand that you may be having a bad hair day but please make sure that your hoody is worn down when inside the centre.
- 5** We think dogs are cute but only assistance dogs are allowed in the centre, no matter how much they give you those puppy dog eyes.
- 6** No leafleting, conducting interviews or surveys unless authorised by the Centre Management Team. If you wish to do this, please contact Lowry Outlet Management Team on **lowryoutletdutymanagers@peel.co.uk** who can advise.
- 7** No ball games in the centre.
- 8** Bikes, roller-blades, micro-scooters or skateboards, may be cool, but only outside.
- 9** No swearing, shouting or use of other unpleasant language. You wouldn't speak to your elders with that mouth.
- 10** No inappropriate use of customer lifts and escalators, just up and down is best.
- 11** No filming or photography unless authorised by the Centre Management Team. If you wish to do this, please contact the Lowry Outlet Management Team on **lowryoutletdutymanagers@peel.co.uk** who can advise.
- 12** There is a strict no smoking policy in the centre and car parks. This applies to electronic cigarettes also. When smoking in external areas, please use the smoking areas provided.
- 13** Alcohol is only to be consumed in licensed premises, and not on or around the mall.
- 14** Any act of vandalism towards property belonging to us or our retailers will be dealt with accordingly and the local police informed.

We hope you enjoy your visit to Lowry Outlet. For any further details, please contact the Customer Service Team on: **lowry\_infodesk@peel.co.uk** or call 0161 848 1850.