

# Code of Conduct

**Telford Shopping Centre is private property. The site includes car parks, external buildings, walkways and link bridges. We aim 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.**

1. Children must be supervised at all times. Please keep a close eye on all children in your care.
2. Cycling, roller-blades, micro-scooters, skateboards and hover-boards are meant for outdoor use and are not permitted within the Centre.
3. Unsociable, offensive and inappropriate behaviour will not be tolerated.
4. Visitors must refrain from running, shouting, swearing or other offensive language.
5. Animals are not permitted in the malls (with the exception of registered assistance dogs).
6. Visitors must be fully dressed including shirts/tops and footwear at all times.
7. The consumption of alcohol is strictly prohibited except within designated licenced premises.
8. Anyone under the influence of alcohol or drugs will be asked to leave site.
9. Smoking is prohibited inside the shopping centre and also in the vicinity of entrances. This includes cigarettes and e-cigarettes of all types.
10. Ball games are not permitted.
11. Unauthorised busking and other sources of music is not permitted inside the shopping centre.
12. Please dispose of your litter in the bins provided.
13. Please do not throw anything in the Centre.
14. Crash helmets and hoods must be removed before entering the malls.
15. Photography is prohibited unless prior permission has been granted by Centre Management.
16. Unauthorised leafleting, shopper surveys or canvassing is not permitted anywhere on site.
17. Groups of five or more with no obvious intention to shop may be asked to leave site.
18. Telford Shopping Centre operates a zero tolerance policy to staff abuse, verbal or otherwise.

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 Shopping Centre. We may also amend the Code of Conduct at any time without prior notice.

## CCTV

Telford Shopping Centre operates a CCTV system which monitors and records images for the purpose of crime prevention, detection and prosecution of offenders. CCTV is also used for public health and safety purposes. CCTV cameras are operating in all mall areas, car parks and service areas.

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