

Visitor code of conduct

Here at Chantry Place we want to make the experience of visiting the centre as enjoyable as possible. To help keep everyone happy and safe we've got a few rules that must be followed.

- There is a strict no smoking policy and e-cigarettes are not permitted either.
- Alcohol is only to be consumed on licensed premises.
- Any act of vandalism towards property belonging to us or our retailers will be dealt with accordingly and the local police informed.
- There is health and safety guidance displayed throughout the centre, please follow it.
- Look after children in your care at all times.
- Intimidating behaviour of any kind towards anyone in the centre is not acceptable.
- Animals are not allowed, unless they're assistance animals.
- No dropping litter, use in the bins.
- No leafleting, canvassing, conducting third party interviews or surveys without our prior permission.
- Selling goods without our go-ahead is not allowed anywhere in the mall, car parks or associated areas.
- Busking in the mall, car parks and associated areas is not permitted.
- Do not climb on any balustrade, barrier, fence or railing.
- No ball games and no throwing or kicking of any other object.
- You're not allowed to cycle, roller-blade, scoot, skateboard or use Heeley's.
- Swearing, shouting or the use of abusive language is not acceptable.
- You must use our customer lifts and escalators in an appropriate manner.
- We do not allow commercial filming or photography without prior permission.
- Please do not run on the malls.
- Shirts/tops and footwear must be worn at all times.
- Crash helmets should be removed and hoods taken down when you come into the Centre.

This list may not cover everything and we have the right to deny entry to anyone whose actions we feel are inappropriate.

Anyone who ignores the above rules or commits a crime will be denied entry for as long as the Centre Management Team see fit.