



GENERIC MESSAGES



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Welcome Messages

WELCOME

Option #1

Welcome to the place where all your favourite stores are under one roof. Should you have any questions, feel free to visit our customer services desk, where our staff will assist you in any way they can. Happy shopping.

Option #2

Welcome to the number one shopping centre in town. We have wonderful stores where there's plenty for you to discover, so take your time exploring, and enjoy your stay.

Opening & Closing Messages

OPENING ANNOUNCEMENT

Option #1

Good morning and welcome to the centre. Our stores will be opening shortly, why not grab a drink and a bite to eat in one of our cafes while you wait?

Option #2

Good morning. Our shops within the centre are now open. We hope you enjoy your visit.

CLOSED ANNOUNCEMENT

Option #1

We'd like to inform you that the centre will be closing in 15 minutes, so please get ready to head to the tills.

Option #2

We'd like to inform you that the centre will be closing in 10 minutes. Please take your items to the till now to avoid disappointment.

Option #3

We'd like to inform you that the centre will be closing in 5 minutes. Please complete your purchases right away and head for the nearest exit. Until next time, take care.

Option #4

After another great day, this centre will be closing shortly. We hope you've had a nice day and can't wait to see you again soon.

Option #5

The centre will be closing shortly, but please note that our cinema will remain open. Thank you.



Option #6

After another great day, this centre is now closed. Please make your way out of the mall. Thank you for visiting, and we hope to see you again soon.

SUNDAY OPENING

Option #1

In case you don't know, we're open on Sundays, so feel free to pop back if there's anything you need.

LATE NIGHT SHOPPING

Option #1

Just so you know, we're open from 9am til 7pm this Thursday for late night shopping, so feel free to stay as long as you like.

Option #2

With Christmas drawing near, late night shopping's finally here! We'll be open until 7pm tonight, so feel free to stay as long as you like.

Option #3

This week, we'll be open from 9am til 7pm, Monday to Friday, so feel free to stick around and see what our retailers have to offer this Christmas.

Safety Messages

FOR YOUR SAFETY

Option #1

As your safety is of the highest importance, please note that bicycles, skateboards, roller-blades and heeled shoes are not permitted in the shopping centre, and that no dogs other than guide dogs are allowed. Thank you.

Option #2

We'd like to remind all customers that bicycles, skateboards, roller-blades and heeled shoes are not permitted within the shopping centre, and that no dogs other than guide dogs are allowed. This is for the safety of yourself and others, and we appreciate your support.

Option #3

We'd like to remind customers NOT to leave dogs, or any other pets, in cars – even with the window down or parked in the shade. Interior car temperatures can increase rapidly, and animals can suffer from heat stroke, which can be fatal. So when shopping, be kind and leave your pets behind.



CCTV

Option #1

Because your safety is hugely important to us, we'd like to reassure you that CCTV cameras are in operation throughout the shopping centre and the car park.

KEEP US SAFE

Option #1

If you have a child in a buggy or pushchair, please be sure to use the lifts available throughout the centre to transfer between shopping levels. The use of buggies and pushchairs on the escalators is unsafe and not permitted, so please help us keep the centre safe.

SEPARATED DETAILS

Option #1

In the event you are separated from your family or friends during your visit, please meet by the information desk.

BELONGINGS

Option #1

Please be careful not to leave bags unattended in the centre, and if you see any unattended luggage, we ask you to alert the nearest member of security staff. Thank you.

Option #2

Please be mindful not to leave any bags or packages unattended in the centre, as any unattended bags will be disposed of immediately.

Option #3

Please ensure you take care of your belongings whilst shopping with us today.

Option #4

It's important you take care of your belongings whilst in the centre. Should you find any lost property, please inform the customer service team who are patrolling the mall. Thank you.



NO SMOKING

Option #1

To help make your stay as happy and healthy as possible, this centre is a smoke free environment. Thank you.

Option #2

This centre is a smoke free environment, and we thank you for not smoking.

Option #3

This centre is a smoke free area, which is a policy that extends to electronics cigarettes and vaping products. Thank you for not smoking.

Option #4

For anybody wishing to smoke, please head outside where you'll see designated smoking areas. Thank you.

E-CIGS AND VAPING

Option #1

In the interest of comfort and safety, please be considerate to your fellow shoppers and refrain from using E-cigs and Vaping products in the mall. Thank you.

Option #2

We'd like to ask all shoppers to be considerate to others whilst using E-Cigarettes and Vaping products in the mall, and in the interest of comfort and safety, please refrain from using them in the food court. Thank you.

CUSTOMER ASSISTANCE

Option #1

If you should have any difficulties during your stay, or require any assistance, please ask one of our security officers patrolling the malls, who will be pleased to help you.

FIRE ALARM TESTING

Option #1

For your safety, the Shopping centre fire alarms will be tested during the next 15 minutes. Please be aware that the centre is safe and that you need not take any action, so you can keep enjoying the stores instead!



Option #2

For your safety, the Shopping centre fire alarms will be tested during the next 15 minutes. Please be aware that the centre is safe and that you need not take any action.

Gift Voucher Messages

GIFT VOUCHERS

Option #1

Can't find that perfect gift? Save yourself some time with our gift vouchers, which can be spent in all participating stores throughout the centre. For more details, visit the information desk.

Car Parking Messages

CAR PARKING

Option #1

For your convenience, you're able to pay for car parking on foot at our pay stations before returning to your vehicle. Have a wonderful day.

Option #2

Such is the importance of your safety and wellbeing, we're winners of the Secure Car Parking Award, helping make your stay more enjoyable.

Option #3

Please remember to lock and secure your vehicle when parking, and remove any valuables and sat nav systems from clear view. Thank you.

Facilities Messages

PUBLIC FACILITIES

Option #1

To make your future visits as pleasant as possible, we're refurbishing. Just so you're aware, the centre will remain open during this time, but we do apologise for any inconvenience caused. Should you require any help, please feel free to speak to a member of staff. Thank you.



SHOP MOBILITY SCHEME

Option #1

If you should require any assistance with mobility during your visit, please visit the information desk.

SEATING IN THE CENTRE

Option #1

For your convenience, we have seating areas located all over the centre, so feel free to rest your feet.

Option #2

Feeling the need to be pampered? Make your way to our chargeable massage chairs. For more details, visit the information desk.

Option #3

Feeling the need to be pampered? Make your way to our massage chairs, which are absolutely free. Enjoy!

FOOD COURT

Option #1

Feeling peckish? Why not grab a bite to eat in our food court, where you can choose from a great range of dishes?

Option #2

We'd like to remind all customers that our food court is now serving a great range of food. Feel free to visit!

Option #3

Feeling thirsty? Particularly peckish? A quick trip to our food court could do just the trick! There's enough choice for everyone, and can satisfy even the biggest of appetites. Whether you're shopping alone – or with family and friends – feel free to grab a quick bite.

CRÈCHE

Option #1

Busy shopping? Why not drop your children off at our crèche facility, where there are plenty of fun things to do? Go on. Take your kid along so they can play the day away!



LITTER

Option #1

Please help us keep the centre clean and tidy by using the litter bins provided. Thank you.

IMPROVEMENT WORKS

Option #1

You might notice the improvement works taking place in our centre. Please accept our apologies for any inconvenience caused, but we're looking forward to furthering the choice and value offered to you at the centre. Thank you.

Digital Media Messages

SOCIAL MEDIA

Option #1

Did you know you can now follow all of our retailers' news, offers and deals on our Facebook and Twitter pages? Just give us a follow and keep an eye on the updates!

WI-FI

Option #1

Hello Shoppers! We're happy to announce that free Wi-Fi is available throughout the majority of the mall. Connect with us online on our website, Facebook and Twitter to find the latest news and deals running through our centre.

Option #2

We're pleased to announce there's now free Wi-Fi access available within the shopping centre.

Option #3

For your convenience, we now offer free Wi-Fi to all customers. Enjoy!

WEB SITE

Option #1

Don't forget to check out our website, where you'll find news, updates and offers on all your favourite shops – all in one place.