

# CODE OF CONDUCT

We aim to provide a clean, safe, relaxed and friendly family environment for all our visitors. The following policies are in place to ensure that everyone enjoys their visit.

- Unsociable behaviour, including swearing, shouting or any behaviour that could be detrimental to a family environment is not acceptable.
- Shirts/tops and footwear must be worn at all times on the mall.
- Animals are not allowed on the malls, with the exception of assistance dogs.
- We do not allow professional filming or photography inside the centre unless it has been agreed in advance. If you're taking images or video for personal use, then snap away.
- No inappropriate use of customer lifts and escalators.
- No throwing of any objects within the centre.
- No leafleting, canvassing or the conducting of third party interviews or surveys unless permission has been granted in advance.
- Busking or unauthorised selling of goods is not permitted.
- Smoking, including the use of E-cigarettes, is strictly prohibited.
- No cycling, roller-blades, micro-scooters, skateboards and Heelys (or equivalent) allowed.
- Any act of vandalism towards property or any other criminal acts will be dealt with accordingly and the police informed.

## **The following legal conditions must be adhered to:**

- Alcohol may only be consumed within premises that hold a relevant licence.

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

## **CCTV**

Manchester Arndale operates a CCTV scheme which monitors and records images for the purpose of crime prevention, detection, investigation and prosecution of offenders. CCTV is also used for public health and safety purposes. CCTV cameras are located in the mall areas, lifts and service areas.

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**Manchester Arndale is managed by CBRE Ltd as agents on behalf of the owners, and reserve the right to remove a person/persons from the property whose actions we feel are inappropriate.**

**Please call 0161 833 9851 if further details are required.**

The logo for Manchester Arndale, featuring the word "MANCHESTER" in white uppercase letters on a black rectangular background, and the word "ARNDALE" in white uppercase letters on a red rectangular background below it.

**MANCHESTER  
ARNDALE**