

When visiting Castle Quarter, it may look a little different from normal. There will be new rules to adhere to, but don't worry. We have put together these FAQs for you to read before visiting the centre so that you know what to expect.

FAQs

Q. Is Castle Quarter open?

A. Yes, Castle Quarter is open as follows:
Monday – Saturday | 9.00am – 5:30pm
Sunday | 10.00am – 4.00pm

These are the centre opening times, please check with individual stores as their opening times will vary.

Q. What is open at Castle Quarter?

A. Please keep an eye on our website for details of the stores, restaurants and leisure destinations that are open as this will change regularly in line with government regulations and retailers' own policies.

Q. Are all entrances to the centre open?

A. The main entrances to the centre are open, with one door being used as an entrance and one as an exit. Please keep to the left during your visit and follow the one-way system that we have marked out. At the moment the entrances to the food court are closed.



Q. Is social distancing in place in the centre?

A. Yes. Please make sure you keep 2m+ away from other shoppers while visiting Castle Quarter. We have also implemented a simple one way system throughout the centre and ask that you keep to the left.

To view our new one way system click here:
castlequarternorwich.co.uk/2020/05/27/one-way-system



Q: Is the car park open?

A: Yes. Whenever possible, please use contactless payment at the car park machines.

Q: Are the toilets open?

A: The public toilets at the Cattle Market entrance are open with social distancing restrictions in place. They will be open from 9 am - 5.30 pm Monday & Saturday & 10 am – 4.30 pm on Sundays.

Q: Are the escalators still in use?

A: Yes. The escalators are working. Please follow the directional signage and stay in single file when using them.



Q. Are the community areas still open?

A. No, at the moment we have closed the community areas to ensure that social distancing guidelines are adhered to.

Q. Is the public seating still available at the moment?

A. No, we have removed the seating at the moment, to ensure that social distancing guidelines are adhered to.

Q. Are there any additional hand sanitiser stations in the centre?

A. Yes, we have installed additional hand sanitiser stations at the entrances to the centre.



Q. Is there a limit on the number of people that can be in the centre at one time?

A. Yes, but you don't need to worry about that. We have staff who will be monitoring the number of people in the centre.

Q. Have you increased cleaning at Castle Quarter?

A. Yes. We have a new cleaning regime that ensures that the centre is regularly sanitised.



Q. Am I required to wear a face mask when visiting Castle Quarter?

A. In accordance with government guidelines, you are required to wear a face covering in our shopping centre. We will be adhering to the guidelines issued by the government on those that do not need to wear face coverings.

Q. Can I shop with my family?

A. If you need to shop with other members of your household, you can do so. However, in a bid to reduce the spread of coronavirus and to enable social distancing to take place, it is advisable that, when possible, you shop alone.

Q: Are the lifts still in use?



SINGLE RIDERS ONLY



HOUSEHOLD GROUPS



PLEASE PRIORITISE ELDERLY AND DISABLED RIDERS FIRST

A: Yes. The lifts are in use. Please only use them on your own or with members of your household and prioritise elderly and disabled riders first. But please use the stairs whenever possible.

Q. Can we use the bins in the centre?

A. Yes, the bins are all in use.

Welcome back to Castle Quarter. We are sorry if these changes cause you any inconvenience but the health of our customers and staff is our highest priority. Many of these changes have been made as a result of government advice and guidelines.