

The Centre Livingston opening tomorrow – and staff will wear lip reading masks

The Centre, Livingston, is reopening non-essential stores tomorrow 13 July 2020, and their staff will be wearing lip reading masks.

The indoor shopping mall has over 150 stores, including M&S, Primark, New Look, H&M, Debenhams and Superdry, and it has remained partly open since March for essential stores, including M&S food hall, Boots and banks.

Following Government guidelines the mall has made the necessary changes to ensure visitors continue to have a safe and enjoyable shopping experience.

What customers can expect –

- Several additional health and safety measures have been introduced.
- There will be dedicated entry and exit doors at each mall entrance.
- Visitors may have to queue to enter the mall at busy times. The number of visitors will be monitored throughout the day and stores may need to ask customers to wait to enter.
- Following Scottish Government guidelines, it is now mandatory that visitors wear face coverings in the mall and in all individual stores. Staff will be wearing visors and also Breathe Easy face coverings to help people who rely on lip reading.
- Shoppers will be encouraged to sanitise their hands when

they visit. Sanitising stations are located at every entrance and throughout the mall. We'll also be carrying out enhanced cleaning procedures.

- Social distancing measures of 2m are in place and visitors will be reminded to keep a safe distance.
- Floor stickers, digital signage, posters and audio messaging will remind shoppers of the new measures in place.
- In order to comply with social distancing guidelines, some facilities may be reduced or suspended.
- Friendly staff will be on hand throughout the mall to assist shoppers and ensure safety measures are being followed.

They will update visitors on their Facebook page, @shopthecentre and website, www.thecentrelivingston.com when the customer service desk reopens

- Toilets and baby changing facilities will be open with social distancing measures in place.
- Shopmobility will reopen. Please call 01506 442 744 to make arrangements in advance of your visit.
- Contactless payments are available in the multi-storey car parks.

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One of Scotland's largest indoor shopping malls, The Centre, Livingston, is counting down to the reopening of non-essential stores on Monday, 13th of July. Staff will be wearing visors and lip reading face coverings designed by West Lothian born, engineer and aviation consultant, Gavin McAdam, founder of Breathe Easy. Pictured is Patrick Robbertze (Centre Director) and Ashley Bisland (Deputy Director) PHOTO – *Greg Macvean*

Staff will be wearing visors and lip reading face coverings designed by West Lothian born engineer and aviation consultant, Gavin McAdam, founder of Breathe Easy.

Patrick Robbertze, Centre Director at The Centre, Livingston, said: "We are really looking forward to the opening of non-essential stores at The Centre, Livingston, on the 13th July and welcoming visitors back for a safe and enjoyable shopping experience.

"We have implemented stringent safety measures, following Government guidelines, including installing hand sanitisers around the mall and safe distance markers on the floors to ensure everyone feels safe when they visit, which is our

number one priority.

“It has been great working with Breathe Easy to ensure our team have a face covering which will allow those who are hard of hearing to feel even more included when they visit. This also allows us to welcome our shoppers with a friendly smile as customer service has always been our primary focus.”

Gavin said: “I’m delighted to be able to provide my lip reading masks to the staff at The Centre, Livingston.

“We are working with various charities, including Deaf Action Scotland and National Deaf Children’s Society (Scotland) and the NHS, however it has been great opportunity to be able to provide these to a shopping centre which will definitely help visitors who are hard of hearing to feel safe and more included.”

The Centre, Livingston will also resume its mobility services. Visitors are advised to call 01506 442 744 to make arrangements in advance of their visit. Shoppers are advised to check the website, www.thecentrelivingston.com before visiting for individual store trading hours and also for details on take-aways and dining in at restaurants.



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