

# WEST ACRES<sup>®</sup>

## COVID-19 SAFETY PLAN

Updated 8/1/2020



NEW NORMAL,  
SAME MALL.



West Acres warmly welcomes back our community!

Over the past few weeks, we have worked diligently on our re-opening strategy to ensure that when we open our doors to the public, we do so in the safest way possible. We have taken in feedback and guidance from our teams, our store owners and managers, leaders in our industry, as well as Governor Burgum, and the CDC. We strive to set the standard as to what a shopping destination and a community gathering space should be, and during this time that is no different. Our opening will be done with new protocols in place for the safety and wellbeing of our visitors and employees.

For the foreseeable future, a shopping trip to West Acres will feel different. If it didn't, we would not be doing our part to protect our community. These changes not only protect our visitors and employees, but also give our team the opportunity to place their focus on the extensive cleaning and sanitation standards we have put in place. All of which are outlined in this document.

Stores will also have their own precautions and operational changes. We will do our best in keeping information on our COVID webpage up to date with this information.

We know change is not always easy, but while we all adjust to a new normal together, it is our promise to keep the wellbeing and safety of our people - our community, stores, visitors and our own team - as our highest priority.

When it feels right for you to visit, we ask that you do your part to ensure a safe experience for all. Please take the time to read through this document that gives detailed direction on our safety plan, including our new protocols and customer expectations, before your next visit.

Thank you to our staff, stores, and community for supporting one another through this journey. We look forward to welcoming you back to West Acres!





# POLICIES & PROCEDURES

## OPERATING HOURS

- Mall hours are 10am-7pm Monday-Saturday & 11am-6pm Sunday until further notice.  
The condensed hours allow our teams and our store teams more time to thoroughly deep clean while the mall is closed.

## MINOR POLICY

- Visitors age 16 and under must be accompanied by a legal guardian.  
This policy is in place during all mall hours and is temporary during this first phase of re-opening.

## EXTENSIVE CLEANING PROTOCOLS

- Our team is hard at work day and night to ensure the mall remains clean and properly sanitized. We have implemented extra cleaning protocols throughout the center to ensure a safe environment for our guests, with extra emphasis put on high-touch, high traffic areas.
- Additionally, you may notice certain areas closed throughout the day for cleaning, such as restrooms and our mother's rooms.

## THOROUGH SANITATION PRACTICES

- For your safety and that of our teams, we have put in place extensive sanitation practices and policies. Our West Acres team members will be wearing masks, and all have been trained on proper cleaning and distancing practices.







## CUSTOMER EXPERIENCE

We are committed to providing a positive customer experience that keeps the safety of our visitors, stores and staff in mind.

### LIMITED FURNITURE

- We love being able to provide a comfy spot for our visitors to sit, however during this time furniture is limited in the common areas to help with physical distancing.

### LIMITED AMENITIES

- Many of our high-touch amenities will be discontinued until further notice including, but not limited to:
  - Playland
  - Coat & package check, and gift wrapping services
  - The Buffalo Court Piano
  - Center Court Books
  - Fountain Court Kaleidoscopes
  - Photobooths
  - Drinking fountains and candy machines

### EVENTS & ACTIVATIONS

- Although one of our greatest joys is bringing our customers a variety of events and experiences, we are suspending events until it is determined to be safe to do so.

- Please continue to next page -





# CUSTOMER EXPERIENCE

Please see additional measures we're taking to ensure the safety of our guests and staff.

## SIGNAGE & GUIDES

- To ensure the safest experience possible, we have placed signage throughout the mall to serve as a reminder of our policies and to aid in physical distancing practices. Visitors will notice distance markers in places where lines may form, such as at Guest Services or in the food court.

## GUEST SERVICES EXPERIENCE

- Limited services will be provided at Guest Services during this time. Services available will include wheelchair and electric cart rentals as well as mall card sales. We encourage guests to use credit/debit or contactless pay instead of cash when making purchases.

## FOOD COURT EXPERIENCE

- To follow the guidelines set-forth from the state of ND, our food court seating is limited and spread out to allow for physical distancing mandates. Additionally, our food court tenants will not be utilizing trays, and each eatery will have their own additional safety protocols in place.

## CURBSIDE PICK-UP

- For ease and convenience, we have designed a new curbside pick-up system for our stores & customers to utilize. Please contact individual stores for their curbside procedures.
- A list of participating stores have been flagged on our website directory with "Curbside Pickup Available". Please visit [westacres.com/shop](https://westacres.com/shop) for listings.





## PLEASE DO YOUR PART

Providing a safe shopping experience is not possible without your participation. We ask that you do your part in protecting yourself and those around you by partaking in these policies during your visit.

- **MASK UP:** If a mask is available to you, we ask that you wear it during your visit, for the protection of other visitors as well as yourself.
- **STAY CLEAN:** For your convenience, there are sanitizing stations placed throughout the mall. We urge you to use them frequently throughout your visit. Please also remember to wash your hands.
- **KEEP YOUR DISTANCE:** Please remember to practice physical distancing while visiting the mall. Stay smart, and stay 6 feet apart whenever possible.
- **HANG AT HOME:** Although we cannot wait for the day West Acres can again be a destination you come to hang out and experience events, we ask that you keep your visits efficient. Shop. Dine. Head home.
- **BE KIND:** Please do not come to the mall if you are sick or if you might have been exposed to COVID-19. Additionally, please be respectful of our policies, your fellow shoppers and mall employees.

Thank you for working together with us to ensure the safest shopping experience.  
If you have any feedback, please email us at [westacres@westacres.com](mailto:westacres@westacres.com)

