

Bluewater Code of Conduct

Bluewater aims to be a safe, relaxed and friendly environment for all our guests. We would ask that all guests respect the Code of Conduct detailed below in the interests of everyone's enjoyment and well-being. We would ask that you respect and adhere to the current measures imposed by the government on Covid-19, and support Bluewater and our partners to ensure the safety and well-being of our guests. Social Distancing measures have been put in place across Bluewater which will mean that fewer people can be in Bluewater and shop at any one time. You are expected to wear face coverings when entering our premises to protect others. If you do not then you may be challenged by others to explain why. Please show respect for the safety of other people and enjoy your visit. You are requested to follow the guidance of the Bluewater Team, follow the signage and work with and support our retailers in managing these measures.

Please wear a face covering when entering our premises to protect others. If you do not then you may be challenged by others to explain why. Please show respect for the safety of other people and enjoy your visit.

Should you have any safety concerns, please contact Bluewater's 24 hour Help Desk on 01322 623423 or Kent Police on 999.

Bluewater consistently aims to maintain high standards and does not permit the following:

- Any intimidation of our guests by groups of individuals. Any groups without the intention to shop may be asked to leave Bluewater.
- Unsociable or anti-social behaviour.
- The wearing of any item of clothing which restricts the view of one's head/face (e.g. hoods) with the exception of religious headwear or face masks - You should be prepared to remove your face covering if asked to do so by police officers and staff for the purposes of identification.

We would also ask our guests to adhere to the following conditions:

- The carrying of alcohol in open containers and the consumption of alcohol in the malls, car parks or other external areas is prohibited, and alcohol may only be consumed within appropriately licensed premises within the centre.
- Any act of vandalism will be notified to the Police.
- Any person either bringing, selling or taking any illegal substance, or drugs paraphernalia within Bluewater will be reported to the Police immediately.
- No use of legal highs is permitted including N₂O canisters.
- Clear access routes must be maintained for emergency services.
- Under exceptional circumstances Bluewater may request that guests are subject to a search of their person upon permission of entry.

Blueco reserves the right to deny an individual or individuals entry to Bluewater including the centre and external areas for any period of time as it may determine in its absolute discretion and has the right to escort any such individual or individuals from the Bluewater site. In addition, any individual or individuals who disregard the Code of Conduct will be excluded from Bluewater at the entire discretion of Blueco.

Ensuring that our guests are free to shop and relax, Bluewater does not permit the following:

- Leafleting, canvassing or the conducting of third party interviews or surveys unless agreed by Bluewater Centre Management.
- Unauthorised busking or the selling of goods in the centre car parks or other external spaces.
- The convening of car clubs, meet-ups or car cruising.
- Pets coming into the centre, with the exception of assistance dogs. Pets are otherwise permitted in the external spaces but provided that in all cases, guests appropriately dispose of any pet faeces.
- Shopping trolleys on the malls.
- Swimming in or entering any of the ponds or lakes located within the external area of Bluewater.

To ensure the health and safety of our guests, Bluewater asks that visitors respect and show due consideration for the building, environment and other users by:

- Adhering to our no smoking policy within the malls. Smoking of cigarettes is only permitted within designated areas.
- Keeping clear of all fire escapes except in an emergency.
- Not cycling, rollerblading using micro-scooters, Segway scooters and hoverboards or skating in the centre.
- Parking only in the appropriate designated car parking spaces, adhering to the car parking terms of use and in particular, leaving specifically designated car parking spaces free for use by our disabled customers and family groups.
- Not climbing or sitting on any balustrade, barrier, fence, escalator infill or railing.
- Using customer lifts and escalators appropriately.
- Disposing of any litter appropriately in the receptacles provided within the centre and external areas.

Photography & Filming

We do encourage guests to enjoy their experience at Bluewater, including the taking of photographs during their visit for their own personal and domestic use. We reserve the right, however, to ask guests not to film or take photographs within Bluewater where we feel that it is necessary in the interests of the safety, privacy or enjoyment of other guests or so as to prevent any civil or criminal offence being committed. Commercial photography and filming can only be conducted with the express permission of the Bluewater Centre Management Team.

If you would like to film or take photos during your visit to Bluewater and have any questions as to what is permitted under this code, please contact the Bluewater Centre Management Team on 01322 475475 who will be happy to provide you with further assistance.

Bluewater is private property owned and managed by the Land Securities group of companies. Entry to Bluewater (which may include the airspace above) is subject to our consent. Bluewater does not permit the flying of drones or similar technologies, other than those deployed by the emergency services or other competent bodies on or over Bluewater.

We reserve the right to take such actions as we consider appropriate, including court proceedings including but not limited to an injunction to prevent you from flying drones or similar technologies on or over Bluewater, or prevent you entering upon Bluewater.

We may from time to time undertake photographs and/or videography of areas at Bluewater including guests and their property for publicity, advertising and communication materials in relation to services and facilities offered at Bluewater. We shall where practicable notify guests for example by way of notices and request specific waivers, however by entering Bluewater you agree to the use of any such photographs or videos.

Blueco reserves the right to amend this Code of Conduct at any time without prior notice.

Bluewater Centre Management Team,

Upper Rose Gallery, Bluewater, Greenhithe, Kent. DA9 9ST.

Bluewater is operated by Blueco Limited ("we", "us", "our" or "Blueco" in the above).

