

WHITE OAKS MALL 2020 HOLIDAY UPDATE

MEMO FROM JEFF WILSON, GENERAL MANAGER

As we get closer to the start of our holiday season and the number of shoppers in the mall increase further, I wanted to address a few important items that may require your attention.

EXTENDED HOURS

Some stores have enquired about staying open past the Minimum Operating Hours. Starting Monday, November 23, all stores are permitted and encouraged to extend their hours and close as late as 9pm on Monday to Saturday. Extended hours will allow customers to access stores when it is most convenient to them as well as spreading out customer traffic over more hours to promote distancing between patrons.

To facilitate this, Mall Security and Cleaning services will operate as usual until 9pm each night (Monday-Saturday). For stores that set and commit to operating hours beyond the Minimum Operating hours, the Mall will promote those operating hours to help drive customer traffic in the extended hours. If your store will take advantage of extended hours and promotion, please send details of your extended hours to info@whiteoaksmall.ca.

The extended hours are also a great time in which to offer "Invite Only", "Family & Friends", or Special Shopping Event promotions. If your store plans to run any events, please contact info@whiteoaksmall.ca and we will assist in promoting these events with you.

RESTRICTED CAPACITY

To ensure the safety of our employees and customers, White Oaks Mall has a plan in place to control access into the mall and limit the number of customers inside the building. This plan will be enacted if physical distancing within the common area becomes difficult to maintain.

Currently, the main source of congestion in the common areas is caused by queues for individual stores. As stores become busier, these queues will become longer. To offset this, I'm asking that all stores review their occupancy limits and ensure that they are set to the maximum number of people that can be admitted while maintaining distancing. As stores absorb more patrons inside the premises, the congestion within the common area of the mall decreases. If you require assistance in determining your appropriate occupancy, please contact me (jeff.wilson@bentallgreenoak.com) or David Lee (david.lee@bentallgreenoak.com) and we will conduct a survey of your space.

EMPLOYEE BREAK AREA

Store employees are reminded that the Employee Break room (located in the former Thyme Maternity store) is available for use. As seating in the food court is extremely limited, please use this room for lunch breaks when space permits. Included in the break room is a QR code linked to a Contact Tracing survey. Please scan the QR code and complete the survey each time that you use the room. The information is collected on behalf of the Middlesex-London Health Unit and is not shared with any other entity or used for any other purpose than for the Health Unit to conduct COVID-19 contact tracing.

Thank you... *Jeff*

BentallGreenOak 

White Oaks Mall Management Office
519-681-0434

www.whiteoaksmall.ca

REGULAR MINIMUM OPERATING HOURS

BEGINNING MONDAY, NOVEMBER 23RD

Monday – Tuesday	10:00am – 7:00pm (Stores may open until 9pm)
Wednesday – Friday	10:00am – 8:00pm (Stores may open until 9pm)
Saturday	10:00am – 7:00pm (Stores may open until 9pm)
Sunday	11:00am – 6:00pm
Black Friday, Nov. 27th	9:00am – 9:00pm

HOLIDAY MINIMUM OPERATING HOURS

BEGINNING SUNDAY, DECEMBER 6 – SUNDAY, DECEMBER 27

(With the exception of specific dates below)

Monday – Tuesday	10:00am – 7:00pm (Stores may open until 9pm)
Wednesday – Friday	10:00am – 9:00pm
Saturday	10:00am – 7:00pm (Stores may open until 9pm)
Sunday	10:00am – 6:00pm
Monday, Dec 21 – Wednesday, Dec 23	10:00am – 9:00pm
December 24 (Christmas Eve)	10:00am – 5:00pm
December 25 (Christmas Day)	CLOSED
December 26 (Boxing Day)	9:00am – 9:00pm
December 31 (New Year's Eve)	10:00am – 5:00pm
January 1 (New Year's Day)	CLOSED