Dear Valued Customers,

As the Province of B.C. is transitioning to the new “normal”, the health and safety of our community remains our top priority. We value your patronage and take steps to ensure that the cleaning protocols and safety measures are followed throughout the shopping mall. May we remind our shoppers to be cautious and practice self-hygiene and physical distancing at all times. All travellers returning to B.C. are required to self-isolate for 14 days. If you are sick or have flu or COVID-19 symptoms (e.g. fever, cough, sore throat) please stay home and avoid close contact with anybody in the community. Avoid coming to the shopping mall if you have come into contact with someone who is sick.

*Mall Operating Hours* (reduced hours during COVID-19 until further notice)

Monday to Saturday  
11:00 a.m. – 7:00 p.m.

Sunday & Public Holiday  
11:00 a.m. – 6:00 p.m.

Some retailers and essential services may operate outside of these hours, please contact them directly for their respective store hours.

*Cleaning & Hygiene*

Hand sanitizer stations will be put at various entrances. Thorough cleaning and disinfection in the washrooms and common areas will be carried out by our dedicated team of cleaners.

*Elevators & Escalators*

A maximum of 2 passengers will be allowed in the elevator. Members of the same household are allowed in the same elevator (per household). Touch pads and handrails are sanitized on a regular basis. There will be floor markings to direct one way traffic in and out of the elevators.

*Signage & Posters*

Multiple signs and posters will be placed in entrances and throughout the shopping mall to remind customers and employees to practice physical distancing.

*Physical Distancing*

Practice safe physical distancing and keep 2 metres apart. If the store that you intend to visit is busy, you may be asked to wait outside the store.
Restaurants & Cafes

Re-opened restaurants are complying with the industry specific guidelines by WorkSafeBC in order to enhance customer health and security.

Food Court

The seating area has been reconfigured to comply with provincial guidelines and new physical distancing practices. Controlled access to the seating area will be implemented. Floor markings for line-ups and posters will be put in place to help distancing efforts. We continue to encourage customers to order take-out services from food court or delivery services.

Promotion Events

Due to COVID-19 and health guidelines, all promotion events are temporarily suspended until the restrictions are lifted.

Customer Service

The Customer Service counter will be temporarily closed. Please communicate directly with the management office at 604-273-1234 during office hours Mondays to Fridays, or email info@aberdeencentre.com

For urgent matters, please contact the Security Desk next to Customer Service.

Collective effort matters, please help to keep our community safe. Thank you!