

Customer Code of Conduct

At Quayside MediaCity we are committed to making your experience with us as welcoming, enjoyable and stress free as possible. Whatever you're here to do it's important to us that each and every one of you feels safe and secure. With that in mind, we have few simple house rules.

Please ensure children are supervised at all times.

Swearing, shouting or use of other unpleasant language is not acceptable.

No inappropriate use of customer lifts and escalators.

No leafleting, canvassing, conducting third party interviews or surveys unless we give the thumbs up first.

Bikes, scooters and skateboards are not allowed to be brought into Quayside, however we have provided a dedicated bike lock up area which can be found in the underground car park.

We have a strict no smoking policy in the centre and car parks. Electronic cigarettes are also not permitted. When smoking in external areas, please use the smoking areas provided.

Alcohol is only to be consumed in licensed premises and not in or around the Centre or Quays area.

Intimidating behaviour of any kinds towards other visitors, our staff or our retailers is not acceptable.

Any act of vandalism towards property belonging to the Centre will be dealt with accordingly.

At Quayside MediaCity for your safety and security the centre is covered by CCTV, and we have trained security officers patrolling to make your visit enjoyable and relaxing. If you do need to report anything, please speak to one of the Quayside team around the centre.

Enjoy your visit.