

EXCHANGEILFORD.COM

# CASUAL MALL LEASING INFORMATION PACK

C&R

CAPITAL &  
REGIONAL

EXCHANGE  
ILFORD

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# OUR CENTRES

01 **The Mall** Blackburn

02 **The Marlowes** Hemel Hempstead

03 **Exchange** Ilford

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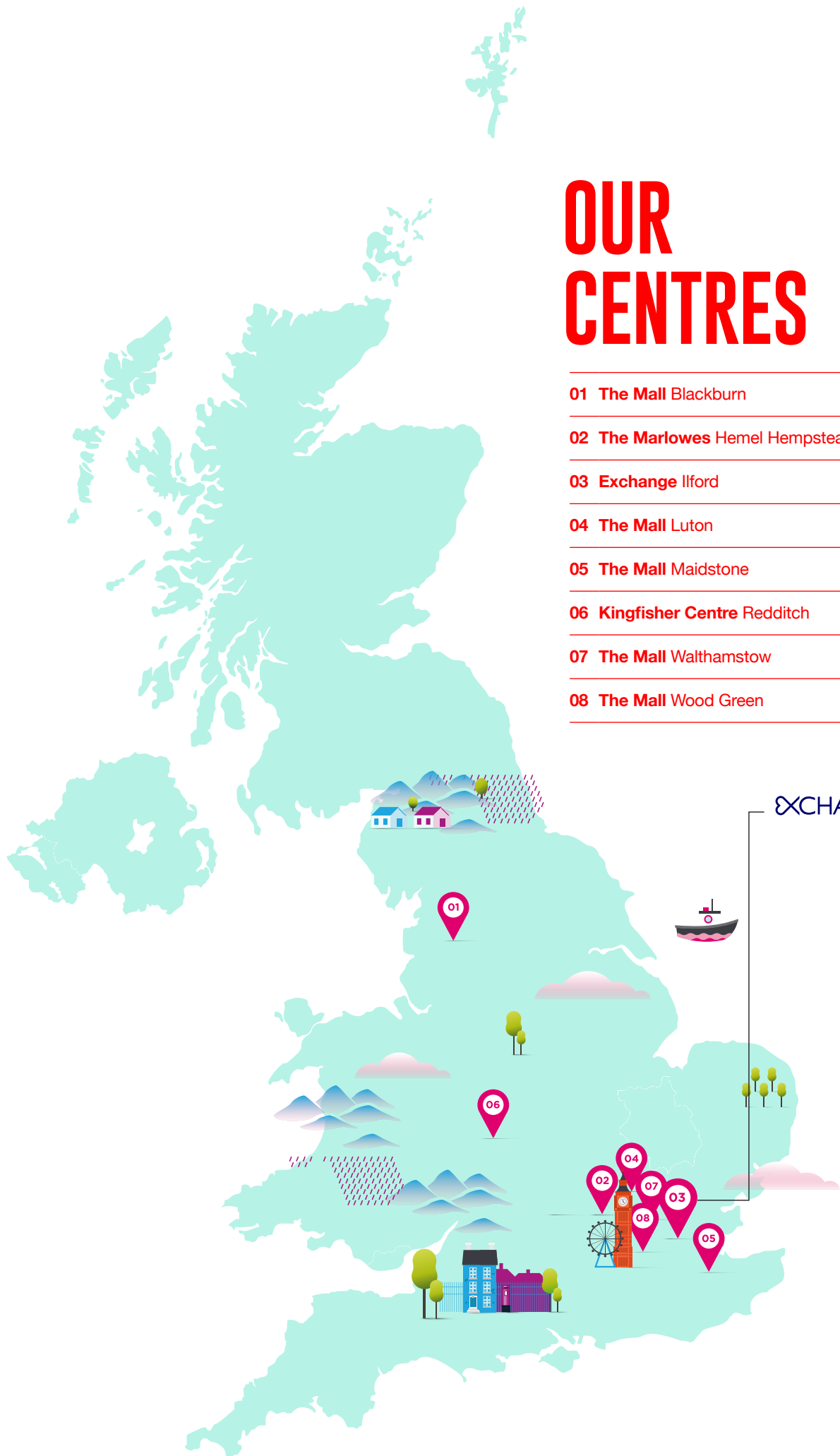
05 **The Mall** Maidstone

06 **Kingfisher Centre** Redditch

07 **The Mall** Walthamstow

08 **The Mall** Wood Green

EXCHANGE  
ILFORD



# OUR CONNECTED EXPERIENCE



## PROMOTIONAL SPACE

As a host brand we provide the physical environment in which brands can come to life, connect with consumers and create sustainable relationships with them. Situated in high-footfall areas, spaces are available in various sizes to suit all brand experiences.



## PRODUCT SAMPLING

Get your product directly into the hands of shoppers and create a powerful, lasting impression. Combine with media or promotional spaces for maximum impact.



## MEDIA

Use our media channels to get your brand, product or message to millions of weekly shoppers, while they're already in shopping mode. We have a range of traditional digital media opportunities throughout our centres.



## KIOSKS

Trade from visually impactful and high-quality, professional kiosk units with high passing footfall.



## POP-UPS

Start your business or trial a new product with limited risk with our pop-up and short-term lease opportunities. Perfect for new businesses, brand campaigns and those looking to take the next step.



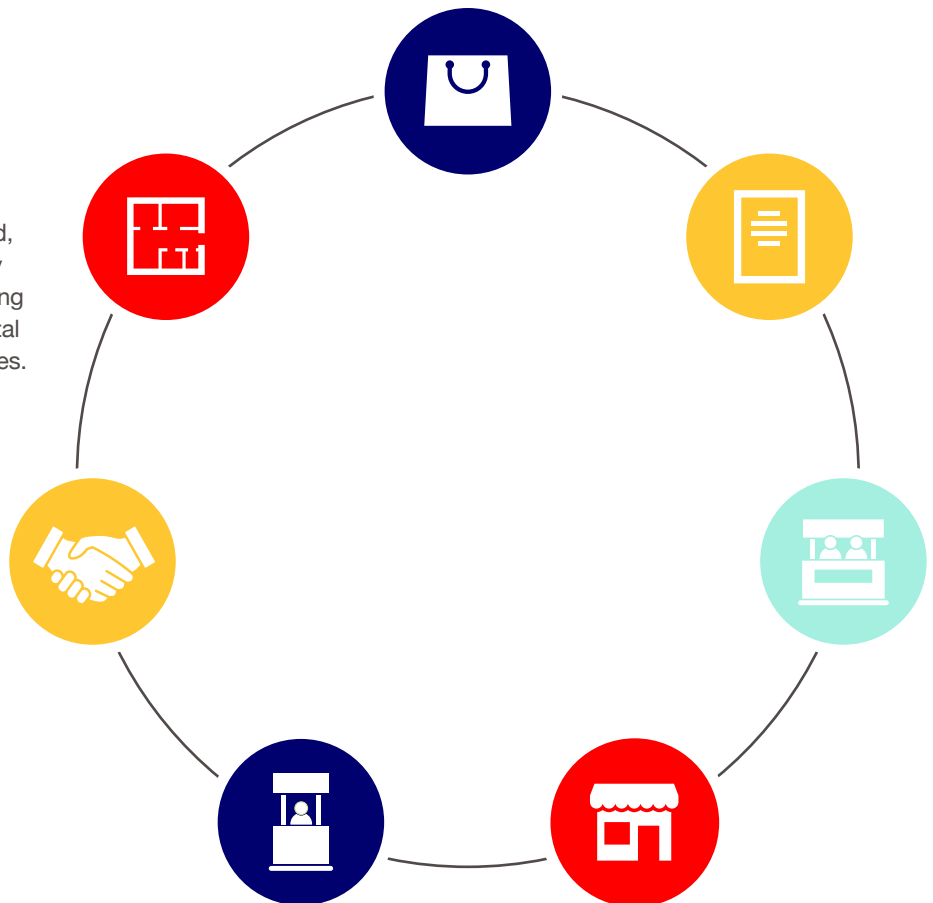
## CML

Our Casual Mall Leasing Sites (CML) provide businesses with high-quality, cost-effective units to sell from. They are positioned in the middle of high-footfall areas and allow for a range of merchandising options.



## SPONSORSHIP

We can help create joint marketing initiatives and provide brands with opportunities to get involved with a full calendar of centre events and promotions.





# 01 EXCHANGE, ILLFORD

The Exchange Centre is located opposite Ilford train station which will be rebuilt ahead of the opening of Crossrail. It has three trading levels with 80 units providing 300,000 sq ft of lettable space and a multi-storey car park with 1,000 spaces.

The scheme is anchored by Marks & Spencer with other retailers, including H&M, Next, Sports Direct, TK Maxx, Wilko and The Entertainer.

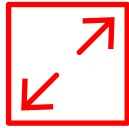
## Centre Details

Exchange, Ilford  
High Road  
Ilford  
Essex  
IG1 4FA

## Contact Details

Exchange, Ilford Casual Mall Leasing Enquiries  
T: 0208 477 1306  
E: [commercialenquiriesilford@exchangeilford.co.uk](mailto:commercialenquiriesilford@exchangeilford.co.uk)

Portfolio Casual Mall Leasing Enquiries  
Capital & Regional  
T: 0207 932 8000  
E: [commercialenquiries@capreg.com](mailto:commercialenquiries@capreg.com)



**300,000**

sq ft size



**80**

units



**6.5M**

average annual footfall



**52 MINS**

average dwell time



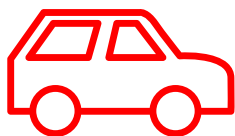
**394,597**

core catchment



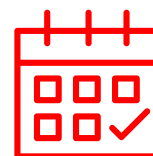
**£44**

average retail spend



**1,000**

car parking spaces



**1.2 VISITS**








visit frequency per week

# 02 SITE SPECIFICATIONS

01/02

We have a number of mid-mall opportunities available throughout the centre. These sites are in high-traffic areas and range in size.

A full list of specifications can be found in the table below.  
Additional information for specific sites is available upon








 Location Number	 Site Use	 Weekly Rate (Excl Vat)	 Dimensions (Length x Width)	 Power Supply	 Water (Y/N)	 Drainage (Y/N)
1	Promotional Site	£850.00	3m x 2.5m	2 x 20amp	N	N
2	Kiosk	£650.00	4m x 4m	2 x 32amp	Y	Y
3	Promotional Site	£650.00	2.5m x 2.5m	2 x 32amp	Y	Y
4	Kiosk	£650.00	2.5m x 2.5m	2 x 32amp	Y	Y
5	Kiosk	£650.00	5m x 5m	63amp commando	Y	Y
6	Kiosk	£650.00	9m x 9m	63amp commando	Y	Y
7	Promotional Site	£700.00	2m x 2m	–	N	N
8	Promotional Site	£800.00	2m x 2m	2 x 32amp	N	N
9	Promotional Site	£800.00	3m x 3m	2 x 32amp	N	N
10	Promotional Site	£800.00	3m x 2m	2 x 20amp	N	N
11	Kiosk	£800.00	3m x 3m	2 x 32amp	N	N
12	Promotional Site	£800.00	3m x 3m	2 x 32amp	N	N
13	Kiosk	£800.00	3m x 3m	2 x 32amp	N	N
14	Promotional Site	£800.00	3m x 3m	2 x 32amp	N	N
16	Promotional Site	£800.00	3m x 3m	2 x 32amp	N	N
17	Promotional Site	£800.00	2m x 2m	–	N	N
18	Kiosk	£800.00	3m x 3m	2 x 32amp	N	N
19	Kiosk	£800.00	2m x 2m	–	N	N

All rates are exclusive of VAT.

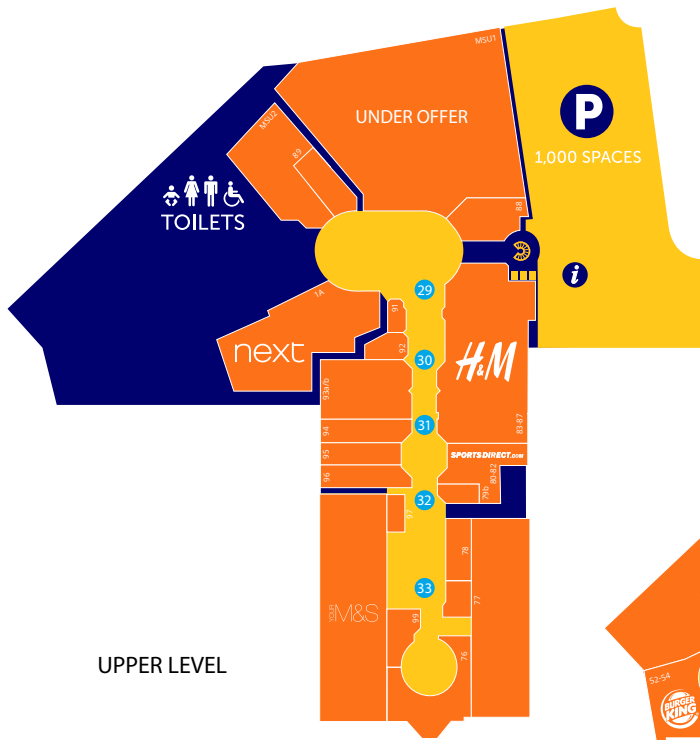
Rates vary based on booking period, length and the tenant's proposed activity. A formal quote will be provided following receipt of further information from the tenant.

# 02 SITE SPECIFICATIONS

02/02

 Location Number	 Site Use	 Weekly Rate (Excl Vat)	 Dimensions (Length x Width)	 Power Supply	 Water (Y/N)	 Drainage (Y/N)
20	Promotional Site	£800.00	4m x 2m	2 x 32amp	N	N
21	Kiosk	£750.00	2m x 4m	2 x 32amp	N	N
22	Kiosk	£600.00	3m x 2m	–	N	N
23	Kiosk	£600.00	3m x 3m	2 x 32amp	N	N
24	Kiosk	£600.00	3m x 3m	–	N	N
25	Kiosk	£600.00	3m x 3m	63 amp commando	N	N
26	Kiosk	£600.00	3m x 3m	63 amp commando	N	N
27	Kiosk	£600.00	3m x 3m	63 amp commando	N	N
28	RMU	£600.00	3m x 3m	63 amp commando	N	N
29	RMU	£575.00	3m x 3m	63 amp commando	N	N
30	Promotional Site	£575.00	3m x 3m	63amp commando	N	N
31	RMU	£575.00	3m x 3m	2 x 20amp	N	N
32	RMU	£575.00	3m x 3m	2 x 20amp	N	N
33	Promotional Site	£575.00	3m x 3m	–	N	N
34	Kiosk	£750.00	2m x 4m	68amp commando	Y	Y
35	Kiosk	£750.00	2m x 4m	68amp commando	Y	Y
36	Kiosk	£750.00	2m x 4m	68amp commando	Y	Y
37	Kiosk	£750.00	2m x 4m	68amp commando	Y	Y
38	Promotional Site	£750.00	2m x 4m		N	N
39	Promotional Site	£750.00	2m x 4m	–	N	N



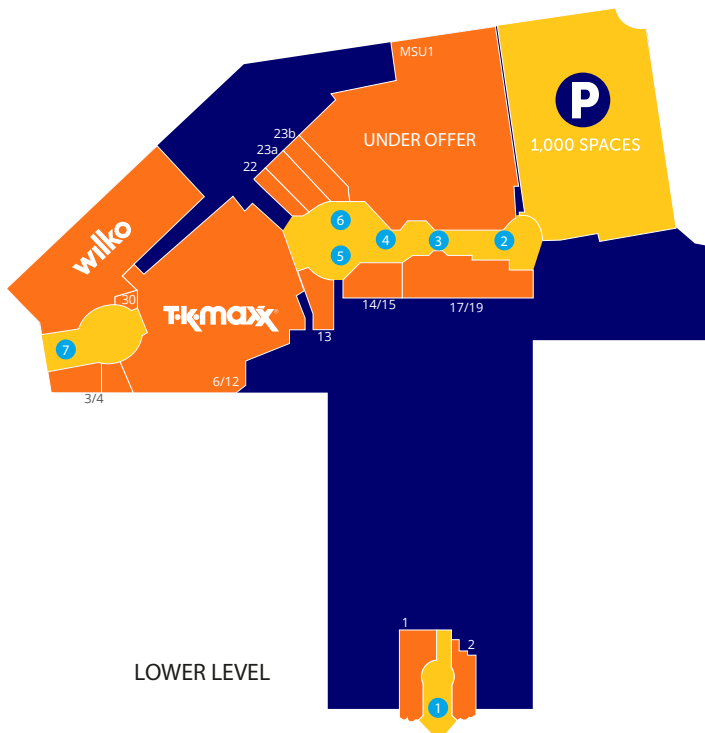


UPPER LEVEL



MIDDLE LEVEL

ILFORD TRAIN STATION  
(ELIZABETH LINE OPENING Q2 2019)



LOWER LEVEL

## Key

 Casual Mall Leasing Sites

\*Floor plans correct at time of publication

03

# ACCESS INFORMATION





## GETTING TO THE CENTRE

Situated right in the heart of Ilford town centre, The Exchange is a couple of minutes' walk from Ilford train station which is located directly opposite the centre.

For details on convenient car parks see our parking section.



## ACCESS TIMES

**Access times vary dependent on the space booked and the nature of the promotion. Details will be provided at the point the booking is confirmed.**

On arrival occupants will be required to report to security.

Occupants will then need to provide details of their booking. Please ensure documentation related to your booking is on hand. Security will then direct you to your site.

Access will not be permitted outside of the times specified to you.

Set-up must be completed by the time the shopping centre is open to the public.

If an occupant misses the allocated set-up time they may run the risk of not being able to trade. They will still be charged for the site and they will not be able to add the day lost.

## OPENING TIMES

**Casual Mall Leasing Sites must be manned at all times during trading hours unless agreed with Centre Management prior.**

**Standard centre trading hours:**

<b>Monday</b>	<b>09:30 – 19:00</b>
<b>Tuesday</b>	<b>09:30 – 19:00</b>
<b>Wednesday</b>	<b>09:30 – 20:00</b>
<b>Thursday</b>	<b>09:30 – 19:00</b>
<b>Friday</b>	<b>09:30 – 19:00</b>
<b>Saturday</b>	<b>09:00 – 19:00</b>
<b>Sunday</b>	<b>11:00 – 17:00</b>

**\*Bank holiday trading hours vary. Please refer to the centre's website for specific opening hours.**

04

# CHARITY COLLECTIONS





## PERMITTED LOCATIONS

Charity collectors are permitted to collect within designated areas of the shopping centre. Collectors must not enter retail stores nor stand in front of lifts, escalators, stairwells and entrance / exit doorways. They must also not obstruct kiosks and promotional activity areas and must remain within their designated area.

If the occupant wishes to carry out activity in addition to a bucket collection (e.g. sale of goods) the additional space can be arranged, pending availability. Information about the proposed activity must be provided in advance of the booking date and will be subject to approval.

## REQUIREMENTS

**Once the booking dates and activity have been agreed the following items will be required:**

- Public Liability Insurance (over £5million)
- Risk Assessment
- A letter from the charity permitting the appointed agency or representatives to collect on their behalf
- Provision of charity number

At the conclusion of the booking period the occupant must declare the total sum of funds collected.

## GUIDELINES

- Once payment has been received it is non-refundable. For agencies booking on behalf of a charity client they must confirm at the time of the booking who the intended charity is. Bookings cannot be transferred to other charities
- Set-up must be completed outside the centre's trading hours
- A copy of the occupant's signed licence, fire evacuation information, RAMS and PLI must be available, on site, for the period of the booking
- No more than 2 people to a stand at one time
- Only 1 paying charity and 1 local charity will be permitted in the centre at any one time
- Acceptance of non-profit local charities and organisations will be at the centre's discretion
- Charities requesting Direct Debit collections will be subject to the centre's approval
- Signage with the occupant's designated space is advisable, however will be subject to the centre's approval
- The occupant must stay within their designated area and this must be manned during the centre's trading hours
- 3 Strike Rule: after 3 warnings from the centre team the occupant must leave the centre
- Occupants must not hassle shopping centre guests
- Occupants must allow shopping centre guests to walk away without reprisal
- Any buckets must be sealed and occupants are not to shake the buckets
- All collectors must have their charity uniform and ID on them in full view
- Occupants must not repeat any shopping centre guest details out loud or leave any paperwork on view





05

# IMPORTANT INFORMATION





## GENERAL RULES

- A maximum of 2 promoters are allowed on an occupant's site at any time, unless agreed to by the centre team prior to the booking commencement
- No smoking (including electronic cigarettes)
- No eating or drinking on the stand
- No personal belongings to be on display
- No leafleting outside of the promotional area
- No approaching customers
- No shouting across the malls
- No aggressive selling
- No handwritten signs or posters
- No sticking signs to walls or pillars

## FIRE PROCEDURES

**Occupants will be provided with details of the fire assembly point upon signing in at the centre. If an occupant discovers a fire they must:**

1. Immediately operate the nearest fire call point
2. Do not take personal risks

### **Fire alarm and evacuation procedure**

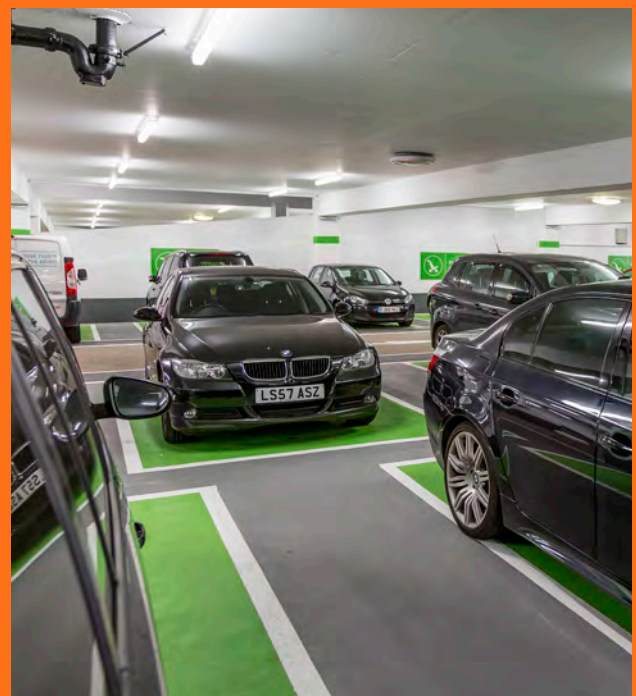
1. The alert alarm is an intermittent alarm.  
All occupants are to listen to further instruction over the tannoy system to evacuate the centre
2. Report to the Fire Marshal at your designated assembly point (advised on arrival)
3. Do not use lifts
4. Do not stop to collect personal belongings
5. Do not re-enter the centre unless advised to do so
6. Do not ring the centre at any time throughout the evacuation
7. In the event of a bomb/terrorist alert please make your own way as far away from the centre as possible



## CAR PARKING

**Occupants can park in the centre's car park which can be accessed via Ley Street.**

- Sat-nav users please use postcode: **IG1 4BG**
- Max vehicle height: 1.8m
- Car park charges are from £1.50 to £12 for all day (24 hours) parking
- Lost tickets will be charged at £8
- Parking permits can be purchased: £40 per calendar month



06

# HOW TO BOOK



## HOW TO BOOK

**To promote within the centre you must supply the following before a booking can be given consent:**

- Detail of your proposed activity, offer or service
- Image(s), concept drawings and/or plans of your proposed set-up
- A list and image(s) of your product/offer
- Your business registration number or, alternatively if you're a sole trader, please provide a form of photographic identification and a current utilities bill
- Business address
- Full invoice address (if different to the above)
- Website address and social media links if applicable
- Proposed dates of occupation

**Once the booking dates and activity have been agreed we would require you to:**

- Make payment as per the payment terms set out on the invoice, which will be issued to you alongside the agreement. Failure to pay will result in loss of the mall space and termination of the agreement
- Return a copy of the signed licence which will be sent to you from the centre representative
- Supply a copy of your Public Liability Insurance
- Supply a site-specific risk assessment
- Supply a site-specific Risk Method Statement (for any larger scale set ups)
- Supply PAT test certificates for any electrical items (must be agreed with the centre)



**Below are some specific terms that occupants must adhere to; adhering to these terms will ensure a smooth working relationship:**

- All equipment must be set up and removed outside the centre's operating hours
- Comply with all rules and regulations as set out in this document
- To be fully aware of the centre evacuation procedures

**WE LOOK FORWARD TO HAVING YOU IN THE CENTRE.**



07

Who we Are

PRIMARK

PRIMARK

WHO  
WE ARE







**CAPITAL &  
REGIONAL**

## WHO WE ARE

Capital & Regional is a UK-focussed specialist property REIT with a strong track record of delivering value-enhancing retail and leisure asset management opportunities across a £1billion portfolio of in-town dominant community shopping centres.

## WHAT WE DO

We invest, manage and enhance retail property through the creation of dynamic environments tailored to the local communities. As a specialist owner and manager of shopping centres, we invest in the retail assets in our portfolio to unlock their full value. We focus on delivering cost-effective, efficiently run centres that meet the needs of our guests and customers and provide shareholder value through income growth.

## REACH MILLIONS OF SHOPPERS EVERY WEEK

With millions of people through our doors every week, our centres offer a total commercial opportunity: from retail to media and cost-effective facilities management. We offer a range of promotional opportunities plus the ability to trade from temporary spaces in high-footfall areas.



INFORMATION PACK

## FLEXIBLE RETAIL OPPORTUNITIES

Capital & Regional offer a range of opportunities in high-footfall areas throughout our shopping centres, enabling brands to promote to, and interact with shoppers. These sites range in size and provide a popular solution for retailers, brands and small businesses to raise awareness, promote sales or test products. These flexible retail opportunities can be combined with various advertising platforms, including both static and digital mediums, as well as data capture, product sampling and sponsorships to build large-scale marketing campaigns that reach thousands of shoppers.

# CONTACT INFORMATION

## **Centre Details**

**Exchange, Ilford**  
**High Road**  
**Ilford**  
**Essex**  
**IG1 4FA**

## **Contact Details**

**Exchange, Ilford Casual Mall Leasing Enquiries**  
**T: 0208 477 1306**  
**E: [commercialenquiriesilford@exchangeilford.co.uk](mailto:commercialenquiriesilford@exchangeilford.co.uk)**

**Portfolio Casual Mall Leasing Enquiries**  
**Capital & Regional**  
**T: 0207 932 8000**  
**E: [commercialenquiries@capreg.com](mailto:commercialenquiries@capreg.com)**

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