

LOVE THE
VILLAGE



TRAVELATOR UPGRADE WORKS

LET US ANSWER YOUR QUESTIONS



TOOWONG VILLAGE



WE'RE IMPROVING YOUR VILLAGE EXPERIENCE!

WHAT ARE TRAVELATOR UPGRADE WORKS?

The Vertical Transport (VT) are the travelators utilised to access the centre. Toowong Village's travelators are the original equipment installed in 1986, when the shopping centre opened.

The centre's travelators have always been maintained with regular servicing, however with age and unreliability, replacement of the four travelators from the Basement level carparks to Ground level is now necessary.

The upgrade commences on Tuesday 16 February 2021 and are a full replacement of the travelators that move customers from Basement levels 1 & 2 to Ground level.

WHY IS THE CENTRE UPGRADING THE TRAVELATORS?

The travelators are the original equipment installed and are now at the end of their lifecycle. The replacement of our travelators is required to ensure the ongoing reliability, and performance of our vertical transport equipment in centre.

The upgrade works are programmed to give our customers the best possible shopping experience at the Village.

HOW WILL I KNOW WHERE TO GO?

Increased directional signage displayed in Basement 1 and Basement 2 will assist customers with directions to Ground level. Access will be via the Tower, Observation or Service lifts. Courtesy crew will be stationed in Basement 1 and 2 foyers assisting customers from Tuesday 16 til Monday 22 February 2021.

At all times during the upgrade, customers will be able to use the travelators travelling down from Ground level to Basement 2.

WHAT IS THE CENTRE DOING TO ASSIST CUSTOMERS?

To assist our customers, the following initiatives have been implemented:

- The Concierge Desk will be temporarily relocated to Ground level (near Fruity Capers) to answer any of your questions and validate weekday parking, Monday to Friday, 9am to 6pm.
- Courtesy staff will be available in Basement 1 & Basement 2 to direct you from Tuesday 16 to Monday 22 February 2021.
- Additional directional signage has been installed in the Basement levels and Ground level to easily identify Tower & Observation lifts in the Basement levels and the Services lifts on Basement 1.

WHERE IS THE BEST PLACE TO PARK DURING THE TRAVELATOR UPGRADE?

We encourage you to park in the multi-deck carpark and use the carpark ramps, Tower lifts or travelators from Level 1, Gallery level to access Ground level, if you choose not to park in the Basement levels during the upgrade work. Access to the centre from the multi-deck carpark will remain unchanged.

Alternatively, while work is underway please use the Tower and Observation lifts if you do park in the Basement levels to access Ground level. Simply look out for the directional signage.

DURING THE UPGRADE WORKS WILL THE CENTRE REMAIN OPEN AND CAN I ACCESS ALL LEVELS?

Yes, the Centre will remain open during the upgrade works. There will be temporary access routes in place in the Basement levels via the Tower, Observation lifts on Basement 1 & 2 or the Service lifts on Basement 1, which will be well signed. Access via the multi-deck will remain unchanged.

HOW DO I BRING MY GROCERIES BACK TO MY VEHICLE?

If you have parked in the Basement levels, the travelator from Ground Level going down to Basement 1 or 2 levels will be in operation. You can also bring prams and strollers down the Ground level and Basement level travelators. If you have parked in the multi-deck, all travelators and lifts from Ground level to Rooftop level will be in operation.

WILL THE CONCIERGE DESK BE OPERATIONAL DURING THE UPGRADE WORKS?

The Concierge Desk currently located in Basement 1 will be closed during the upgrade. A temporary Customer Services Desk will be installed on Ground level (near Fruity Capers) and operational from Monday to Friday, 9am to 6pm. Our Concierge staff can assist you with any questions you have and validate weekday parking. Weekend parking will remain free.

HOW WILL YOU UPDATE US ON THE PROGRESS OF THE UPGRADE WORKS?

Regular updates will be available on our social media channels, Facebook & Instagram, along with our website and email updates. You can subscribe on our website or follow us on social media for regular updates.

Facebook: [facebook.com/toowongvillage](https://www.facebook.com/toowongvillage)

Instagram: [instagram.com/toowongvillage](https://www.instagram.com/toowongvillage)

WHEN WILL THE WORK BE UNDERTAKEN?

To minimise disruption to customers, most noisy works will be carried out when the centre is closed.

HOW LONG IS THE WORK PROGRAMMED?

The travelator upgrade will commence mid-February 2021 and is expected to conclude towards the end of June 2021.

WHO DO I CONTACT FOR FURTHER INFORMATION?

For further information about the Travelator upgrade program please contact Centre Management on (07) 3870 7177, during weekdays or email us at toowongvillage@retailfirst.com.au

We thank you for your patience during the programmed works to make Toowong Village an even better shopping destination for our Village Community.