



Tenant Handbook

&

Marketing Tools

For

Your Success

Welcome to Ashland Town Center. It is truly a pleasure to have you as a part of the Ashland Town Center collection of retailers that comprise the mall.

We hope that this Retailer Handbook will provide you with the information you need concerning the operation and marketing of the mall. If you have any questions after reading this manual, please feel free to stop by the mall office to meet with me or any member of my team. We wish you much success.

Sincerely,

Merri Hurn
General Manager
Ashland Town Center
GLIMCHER PROPERTIES LIMITED PARTNERSHIP

ASHLAND TOWN CENTER MISSION STATEMENT

The mission of Ashland Town Center is to provide our guests with a comfortable shopping experience. By comfortable we mean to provide the highest level of cleanliness, security, and friendliness to our guests and retailers, as well as to each other.

We are in business of satisfying our guests' needs while making their visit at our property a memorable experience.

Around Here. . .

- We treat our customers, our retailers and each other with respect.
- We listen to each other.
- We treat our customers as guests in our home.
- No one is any more important than anyone else.
- We speak to everyone we see.
- We want our customers to feel comfortable.
- We want to be known for cleanliness, security and friendliness.
- We are in the business of satisfying customers' needs.
- We know that first impressions are important.

PROPERTY FACT SHEET

Property	Ashland Town Center
Mailing Address	500 Winchester Ave. Ashland, Ky 41101
Year Opened	1989
Description	One story regional enclosed shopping center.
Owner	Glimcher Properties Limited Partnership
Regional Access	U.S. 23 Provides access to U.S. 60, U.S 52 and I-64
Major Stores	Four (4) Ancor stores: Proffitt's, Wal-Mart, JCPenney & Goody's
GLA (Including anchors)	441,618 SF
GLA (excluding anchors)	149,168 SF
Actual 2003 Year-end Sales PSF (comp)	\$337
Projected '04 Year-End Sales PSF (comp)	\$340
Occupancy	98% (Small Shop as of 12/31/2003)
Traffic - Cars X1.9	7,802,933
Number of Parking Spaces	2074
Acres of Land	40
On-Site Food Court	Yes - 100 tables
Hours of Operation	Monday - Saturday 10 a.m. - 9 p.m. 12 noon - 6 p.m. Sunday
Past Renovation/Construction	None
Future Renovation/Construction	None Planned for the Immediate Future
Total MSA Population	288,649 - Huntington/Ashland MSA
Trade Area Population	287,000
Average Household Income	\$36,692
Total Households	108,119
Median Age	43

Welcome to ASHLAND TOWN CENTER!
MANAGEMENT INFORMATION

Ashland Town Center is managed by Glimcher Properties Limited Partnership, which is based in Columbus, Ohio.

LOCATION: From Guest Services, go to the Food Court. Follow the signs to the public restrooms. Take the hallway to the right. The Mall Management Office is on the right at the end of the hallway.

HOURS: Monday – Friday, 8:30 am – 5:30pm. A representative of the Management Team is on site during all hours of operation and can be reached by contacting Guest Service or the Public Safety Department.

ADDRESS: Ashland Town Center
Management Office
500 Winchester Avenue
Ashland, Kentucky 41101

TELEPHONE: (606) 324-1100 (Shopping Line)
(606) 325-9570 (Direct line to Guest Services or Mall Office)
(606) 922-3205 (Direct line to Public Safety Cell-Phone)

FAX: (606) 325-9612

WHO'S WHO IN THE MALL MANAGEMENT OFFICE

GENERAL MANAGER

Merri Hurn

Responsible for all aspects of operations and administration of the shopping center. As the leader of the Mall Management Team, the General Manager interacts with the center merchants, local government agencies, local businesses, and customers.

MARKETING MANAGER

Karen Dillow

Leads marketing efforts for center, including advertising, public relations, merchant communication, special events, sponsorships, guest services and is accountable for administration of marketing fund.

OPERATIONS DIRECTOR

Larry Gullett

Responsible for all operational issues including center maintenance, landscaping, housekeeping, security, and tenant construction activity.

OPERATIONS SERVICES MANAGER

John Spears

Assists the Operations Director in all aspects of operations for Ashland Town Center and Ashland Plaza.

SPECIALTY LEASING MANAGER

Michelle Adkins

Directs the leasing of temporary space throughout the center. This includes retail merchandising units, kiosks and temporary in-line space.

DIRECTOR OF PUBLIC SAFETY

Derrick Morrison

Responsible for the protection and safety of customers, mall employees and contracted services personnel within Ashland Town Center, as well as the mall itself.

ADMINISTRATIVE ASSISTANT

Patty Salisbury

Responsible for accounting/administrative matters and acts as support staff for all members of the Ashland Town Center Management Team.

ADMINISTRATIVE ASSOCIATE

Joan Moore

Assists in all office administrative issues.

MAINTENANCE TECHNICIANS

**Don Gullett
Rick Breedlove**

Does routine maintenance for the Ashland Town Center and Ashland Plaza.

GUEST SERVICE ASSOCIATES

**Cynthia Judd
Ann Alban
Amber Callahan
Wes Davis**

Answers the phone and assist customers with questions, directions, special promotions or gift certificates.

HOUSEKEEPING SUPERVISOR

Terry Reeves

Responsible for the cleanliness of the mall, including the exterior parking lot and service areas.

IMPORTANT TELEPHONE NUMBERS

FOR ALL EMERGENCIES

911

Mall Office	(606) 325-9570
Mall Office Fax	(606) 325-9612
Public Safety Cell Phone	(606) 922-3205
Ashland Police Department	(606) 327-2078 For emergencies, dial 911
Ashland Fire Department	(606) 327-2036 For emergencies, dial 911
Boyd County Health Department	(606) 329-9444
American Electric Power	(800) 572-1113
Columbia Gas	(800) 432-9345
All-tel	(800) 483-1000 (Single Line) (800) 483-2000 (Multiple Line)
Ashland Post Office <i>(The post office is responsible for the post office boxes outside of the mall office)</i>	(606) 327-2121 (606) 327-2110

HOURS OF OPERATION

Hours of operation are specified in your lease.

Monday-Saturday	10:00am – 9:00pm
Sunday	12:00pm – 6:00pm

These hours may vary on holidays. Whenever changes do occur, Mall Management will notify you in writing. Your store is expected to be open during all hours of operation.

Normal business hours for the Mall Management Office are: 8:30 am – 5:30 PM (Monday – Friday)

A representative of the Management Team is on site during all hours of operation and can be reached through Guest Services or Public Safety personnel.

Postal Information

Post Office boxes and a stamp vending machine are located in the corridor next to the Food Court. To get a Post Office box you must contact the Ashland Post Office at 327-2121

Conduct of Business

Individual stores shall conduct their businesses at all times in a high-class and reputable manner, maintaining at all times a full staff of employees and a full and complete stock of merchandise.

Hours of Business

Mall management has established the normal hours of the mall to be:

Monday through Saturday	10:00am – 9:00pm
Sunday	12:00pm – 6:00pm

All tenant stores are required to remain open the full extent of these hours, without exception.

Holiday Hours

The Ashland Town Center is closed the following holidays:

Easter Sunday
Thanksgiving Day
Christmas Day

The Ashland Town Center Management Office will announce any changes in normal hours by memo (Red Folder) in advance of nationally observed holidays. Unless a memo stating a change is received, regular mall hours will remain in effect.

Display Windows

Display of merchandise shall be well lighted during all mall business hours and at least one half (1/2) hour thereafter, and during such non-business hours as the mall is open to the public. The mall will be open to the public from 10:00am – 9:00pm Monday through Saturday. and Sunday 12:00pm – 6:00pm. Doors open at 8:00am on weekdays and at 10:30am on Sundays for mallwalkers.

Lease Line

All merchandise activities are to be restricted to the tenant side of the lease line. This includes the positioning of signs, sale racks, stanchions, tables and volume of music. Objectionable noises or odors in the leased premises shall not be allowed. Tenant shall not use the areas adjacent to the leased premises for business purposes.

In no event shall tenants, agents, or employees use the common areas for display of merchandise, nor shall they solicit business in the parking lot or other common areas, e.g., distribution of any handbills or other advertising materials.

Vending

Coca-Cola machines are available for your convenience at Wal-Mart Door, Entrance A, Coca-Cola Wall Boutique behind Fiesta Bravo in Rack Room Court, Service Court B, Entrance B, Goody's West Entrance and down the mall office hallway. Tenant shall not permit the operation of any vending machines or pay telephones on the leased premises.

Guest Services Center

The Guest Services Center is located inside of entrance A. The Guest Services Center offers a wide variety of services for our shoppers such as information on store locations and the services/merchandise they provide, answering incoming phone calls to the mall, contacting Public Safety for any related situations, and lost and found. Following is a brief description of additional services provided by Customer Service.

Mall Gift Cards

Ashland Town Center offers gift cards that can be redeemed in many of the 70 stores, services and eateries. The gift card is easy to give and great to get. The mall gift card is available in amounts of \$15 to \$500 at the Guest Services Center or by calling 1-877-GIFT-TO-GO. Also, we are now capable of selling our gift cards online from our website -ASHLANDTOWNCENTER.COM. These gift cards should be treated just like a Visa credit card. For more information on the gift card contact the mall office. A picture of the new mall gift cards is included on the next page.

Strollers/Wheelchairs

Strollers and wheelchairs are available at the Guest Service Center. Tandem strollers, infant strollers and toddler/infant combo strollers are available. Strollers and Wheelchairs require filling out a form including your name and a copy of a driver's license or a \$10.00 refundable deposit is required. This is a complimentary benefit to our guests.

National Fire Protection Act

Please be advised that each store must keep an 18" clearance from all sprinkler heads. This is in accordance with the National Fire Protection Act and the Ashland Fire Department. Also, remember that our mall is smoke free.

Fire Extinguishers

All stores are required to have an appropriate fire extinguisher(s) in good working order at all times as required by the local fire codes.

General Maintenance

Store premises (including the service areas adjacent to the premises, show windows, etc.) shall be kept orderly, neat, safe, clean and free from rubbish and dirt at all times.

Changes in Store Management

Please notify the mall office immediately if your store has any changes in management personnel. The office keeps a confidential record of manager's and assistant manager's telephone numbers for emergency purposes. If you can not come to the mall office please call us at 325-9570 to report changes. A copy of the tenant information sheet is enclosed.

Illumination

No flashing, moving, flickering and/or blinking illuminations, animation and/or moving lights shall be allowed. Black lights, strobe, flashing or spinner chase type lighting is prohibited.

Soliciting, Demonstrating, Etc.

It is the policy of Ashland Town Center that no one, including mall merchants, shall sell any item, collect money, pass out information or literature or solicit in the public areas without first contacting the mall office for permission. For more information, please refer to your lease Section 16:02. This policy is on file in the mall office should you wish to review it.

Safety and Prevention

If you notice a spill (wet or dry) outside of your store in the common area, please call the Guest Service Center at 325-9570. A housekeeping employee will respond promptly to clean up the area.

Maintenance Department

Ashland Town Center Maintenance Department will gladly advise you in regard to any unusual maintenance condition that may occur in your store. Please call the mall office to have a work order filled out. If your store requires a plumber or electrician, you must contact these people directly. Mall maintenance personnel report directly to the mall management team. Please do not request assistance from the maintenance staff for such items as changing light bulbs, cleaning windows, etc.

Closing Due To The Elements

The General Manager of the mall will make the decision for the closing of the mall due to inclement weather conditions. When the decision to close has been made, you will be issued a mall alert during mall hours. If a decision is made prior to mall hours you can tune to WSAZ Channel 3, WOWK Channel 13, WKEE 100.5FM and WTCR103.3FM. In addition, a message to all callers will be broadcast through the Shopping Line by calling 324-1100. Otherwise, tenant stores have a lease obligation to remain open.

It is our objective to provide you with the best possible service when it comes to handling these types of emergency situations and to absolutely minimize any downtime. The mall management team works directly with the mall's anchor store managers to coordinate a course of action for the entire property.

Employee Parking Guidelines

It is vitally important that the parking spaces in closest proximity to the mall entrances be reserved for customers. Convenience for our shoppers should be our top priority. All Ashland Town Center personnel and affiliated retailers must park in spaces no further in than ten parking spaces from the outer ring road, or in spaces designated by the Mall Management Office or in your store's leases (see attached map). It is mandatory that all stores use these parking areas. The parking guidelines will be strictly enforced by Ashland Town Center Public Safety officers. All stores are required to provide a list of their employees, a description of their vehicles and license plate numbers.

Please complete the form on the following page and return it to the Mall Management Office. Please also be sure that this form is updated as necessary.

Violations of the employee-parking program will be subject to fines, towing and other penalties as provided in the store's lease agreement.

If there is ever an emergency in your store or at the center it is imperative that the Mall Management Office be able to contact your store's management personnel. The Mall Management Office keeps a confidential record of this store contact information for emergency purposes only.

<u>TENANT NAME</u>	_____	PHONE	_____
TRADE NAME	_____	SPACE	_____
OWNER	_____		
USE CLAUSE	_____		

<u>STORE CONTACT</u>			
MANAGER	_____	PHONE	_____
ASSISTANT MANAGER	_____	PHONE	_____

<u>EMERGENCY CONTACT</u>			
1. NAME	_____	PHONE	_____
2. NAME	_____	PHONE	_____
3. NAME	_____	PHONE	_____

<u>HOME OFFICE</u>			
COMPANY NAME	_____	PHONE	_____
OPERATING CONTACT	_____		
ADDRESS	_____		
CITY/STATE/ZIP	_____		

<u>DISTRICT MANAGER</u>			
NAME	_____	PHONE	_____
WORK ADDRESS	_____		
CITY/STATE/ZIP	_____		

<u>MARKETING CONTACT</u>			
NAME	_____	PHONE	_____
WORK ADDRESS	_____		
CITY/STATE/ZIP	_____		

Please complete the form on the following page and return it to the Management Office.
Please also be sure that this form is updated as necessary.

OPERATIONS

Store Maintenance & Inspections

Your store premises, including the compactor/service area and fire halls adjacent to the premises, must be kept orderly, neat, safe, clean and free from rubbish and dirt at all times.

Store inspections will be given to the stores on a quarterly basis. A copy of the inspections will be distributed to each store through the red folder. A letter to Store managers and their corporate offices will be given of unacceptable maintenance conditions. If not corrected within a reasonable length of time, Mall Management will take action to correct the conditions and the individual stores will be billed accordingly.

The Ashland Town Center Maintenance Department will gladly advise you in regard to any unusual maintenance condition that may occur in your store. If your store requires a plumber or electrician, you must contact these vendors directly. Mall Maintenance personnel are responsible for the overall maintenance of the property and common area and report directly to the Operations Director. Please do not request assistance from the maintenance staff for such tasks as changing light bulbs, cleaning windows disposing of trash, etc. Please call the Operations Director should you need vendor recommendations.

Pest Control

The Ashland Town Center Maintenance Department is responsible for pest control in the common area, rear hallways, outdoors, etc. However, within each tenant's space it is the responsibility of the tenant to utilize pest control efforts. Tenants must provide the Management Office with the name of the exterminator they are using and proof of performance upon request by Mall Management.

Vendors

Ashland Town Center has insurance requirements for all vendors conducting business on mall property. Tenants must contact the Mall Management Office when having work done by an outside vendor (example: plumbers, HVAC contractors, window cleaners, etc.). To verify that a vendor has a valid certificate of insurance on file, please contact the Mall Management Office.

Please review the form on the following page, which list our contractor specifications for their certificate of insurance.

Deliveries

All store deliveries must be received through the service doors not the mall concourse area. Doors may be propped open, but then immediately closed when the delivery is finished. This will prevent damage to the doors and loss of heat/air from the climate controlled service area. Please remind all drivers that they MUST check in with a Public Safety Officer or the mall office before delivery. This message is posted on all service entrances into the mall.

Only certain stores, those located in the center of the mall and without direct access to a truck dock, will be permitted to have deliveries through the common area. This will ensure that carts and dollies will not pose a liability or damage threat. All suite numbers have been assigned a service court.

Roof Access

All service representatives needing roof access must first check in at the Mall Management Office during business hours, Monday through Friday, 8:30 am – 5:30 pm. If you need on the roof outside of those hours, contact Guest Services and have a Manager on Duty contacted. All vendors must have the proper insurance on file in the Management Office. The service technician must sign the roof access log, receive a hanging tag for roof access and leave some form of identification, either a driver's license or ID tag, with the receptionist. Mall Security Officers or Maintenance will then be paged to open the appropriate roof hatch. Upon return to the Mall Management Office, Mall Security Officers or Maintenance will sign out. The ID will then be returned to the service technician.

Roof Leaks

Should you have a roof leak, please report it immediately to the Mall Management Office or Guest Services. A log of all reported leaks will be maintained. Our maintenance personnel will inspect it to determine the cause of the leak. It is the malls responsibility, and the mall will repair the roof area as soon as possible.

Heating & Air Conditioning

If you have a problem regarding the heating and air conditioning within your store, the Mall's Maintenance Department will be happy to discuss this situation with you, and will supply you with the name of a reputable repair service should the need occur. Keep in mind that any repair person for heating and air conditioning will likely need roof access as discussed above. Per your lease, a Preventative Maintenance Program for your HVAC unit must be in place. Constant temperatures of no higher than 72 cooling and no lower than 68 heating must be maintained.

Construction & Remodeling

Prior to remodeling or beginning any form of construction in your store, you must first contact the Mall Management Office. Please do not proceed without approval from Mall Management. Refer to your lease for further details and information. If you have any questions, please feel free to contact the Operations Director at the Mall Management Office. We have a construction packet of guidelines and procedures with a list of sub-contractors available in the Mall Management Office.

Store Mailing Address

Store mailing addresses correspond to store suite numbers and are assigned to you as described in your lease. Your address should read as follows for proper delivery:

Store Name
Ashland Town Center Mall
500 Winchester Avenue
Suite (insert #)
Ashland, KY 41101

Signage & Display Guidelines

Mall Merchants may not place any advertising material on any exterior door, in any back hallway or on any window.

All signs located in the interior of any store shall be in good taste so as not to detract from the general appearance or reputation of the store or shopping center. Signs TAPED to the front windows, storefronts, door or columns adjacent to concourses are NOT permitted. Mall Management will remove any hand-lettered or otherwise unprofessional signage. All signage will be professionally lettered and maintained in good condition and repair at all times. The following types of signs are prohibited:

1. Paper signs and/or stickers utilized as signs
2. Signs of temporary character or purpose
3. Outrigger signs
4. Moving or pylon signs
5. Vinyl banners inside (with or without grommets)

Also, no flashing, moving, flickering, and/or blinking illuminations, animation, or moving lights shall be allowed. Black lights, strobe, flashing or spinner chase type lighting is prohibited. Sign holders must be kept on the tenant's side of the lease line.

Housekeeping

Ashland Town Center employs a housekeeping contractor for the purpose of keeping the facility clean. It is also the responsibility of all merchants to maintain good housekeeping standards at Ashland Town Center. PLEASE NOTE THAT CLEANLINESS OF YOUR STOREFRONT, BULKHEAD SIGNAGE, AND WINDOWS CANNOT BE OVER EMPHASIZED. THE CLEANLINESS OF THESE AREAS IS THE MERCHANTS RESPONSIBILITY AT ASHLAND TOWN CENTER.

Food Court Trays

Food court trays are provided for both your convenience and that of our shoppers. Food court trays are NOT permitted to be taken out of the Food Court area. PLEASE DO NOT TAKE THESE BACK TO YOUR STORES. When placing a food order to take back to your store, please place your order "TO GO."

No Smoking Policy

Ashland Town Center is a smoke-free environment. Smoking is NOT permitted in the interior of the center, in individual stores, in restrooms, in rear hallways or anywhere else in the building.

TRASH REMOVAL

Waste Management Features & Benefits

Waste Management, Inc. is partners with Ashland Town Center on your solid waste removal program. As a valued customer, you will receive quality customer service from their waste removal program. Below are some features and benefits of the program.

Features

The merchants of Ashland Town Center are equitably invoiced for waste and recycling services using a square footage allocation method. Merchants are involved based on a pro-rate allocation of their stores' square footage. To ensure equitable cost allocation, a distinction is made between various retail tenant types in the mall.

Waste Management, Inc. will invoice each merchant individually. Waste Management, Inc., has determined the costs of waste transportation, disposal and equipment for Ashland Town Center businesses.

Square footage invoicing is achieved through three easy steps:

1. Appropriate tenant retail types and corresponding square footage rates are determined.
2. Tenants transport their waste to a compactor as needed.
3. Invoicing is made directly to tenants based upon square footage.

Benefits

- Utilizing a pro-rated square footage method to allocate costs allows merchants the opportunity to "fix" their costs for this service. This enables merchants to more readily plan and budget for their monthly and annual waste services expenses.
- Cardboard recycling is offered to merchants of Ashland Town Center at no charge. Designated recycling containers are conveniently placed near each compactor. Maximizing recycling will keep disposal costs down while contributing to environmental preservation.
- Should any merchant require information or have questions, Waste Management customer service is available by calling the toll free phone number, 1-888-977-NASC.

NOTE: Ashland Town Center does not determine individual cost of service for waste removal. If you have concerns about costs, please notify Waste Management directly at 1-888-977-NASC.

Waste Management Procedures

For a successful program, we need the cooperation of every merchant. Since the mall does not provide carts for transporting waste from your store to your assigned compactor, should you need one, contact Waste Management, and they will help you secure a cart.

Proper disposal of all of your trash is critical to the overall success of our program. The correct handling of trash will result in a controlled cost for the disposal of the entire center's waste.

AT NO TIME may any type of waste be placed in any corridor, hallway or service court and left unattended. These areas will be continually monitored for compliance with the guidelines of the program. Waste found unattended in any of the previously mentioned areas will be traced back to its originator and any associated cost, as applicable, will be charged back to the responsible tenant. Waste left unattended in any corridor, hallway or service court is a direct violation of the Fire Department's codes with respect to our centers' use and can result in the assessment of fines for your store.

All waste when removed from your store must be taken directly to, and placed in the compactor. There are several devices on the compactor to ensure each operators' safety during use. Important notices will be placed about the operating procedures. Regardless of the amount of waste you placed in it, the compactor should always be operated, preparing it for the next merchant's use. Service Court locations are indicated in the following table.

SERVICE COURT	LOCATION
A	Outside entrance A between Fiesta Bravo and JCPenney
B	Outside Entrance B between Damon's and JCPenney
C	Outside in Food Court Service Area behind China Max
D	Outside between Pacific Sunwear and CJ Banks
E	Outside behind Shoe Sensation, Stars and Proffitt's

In the event you transport your waste materials to the designated service court and find that the compactor has been removed for dumping or is not working properly, please return to your store and call the Mall Management Office, leaving your name, your store name and telephone number. Please do not place waste in the wrong receptacle (such as placing waste in cardboard recycling container). The Mall Management Office will call to advise you once the compactor is back on the property.

Waste Management Guidelines & Rules

- A. Merchants who are found leaving waste of recyclables outside the compactors or containers will be fined a minimum of \$50.00.
- B. Merchants whose waste or recyclables are found in the common area of the mall will be fined a minimum of \$50.00.
- C. Merchants who deposit anything but cardboard in the recycling container will be fined a minimum of \$50.00.

Waste Management Customer Service

In the event that any merchant may have questions or require additional information concerning the waste removal program, they may call the toll free customer service number, Monday through Friday, 7:00 A.M. TO 7:00 P.M. AT: 1-888-977-NASC (6272)

1-888-977-NASC (6272)

This number connects to the Waste Management, Inc., and National Accounts Service Center in Oak Brook, Illinois.

Waste Management Emergency Service

If a merchant requires information or services during times other than regular business hours, the following emergency phone numbers may be used to contact a Waste Management representative:

- 1) For Service Questions/Issues contact:
Waste Management
National Accounts Customers Service Center
1-888-977-NASC (6272)
- 2) For All Equipment Questions contact:
PH: (614) 833-5229

Procedures for new Specialty Merchants (Temporary Tenants)

NEW MERCHANTS

- It is the merchants responsibility to contact the National Accounts Service Center at 1-888-977-NASC (6272) for a Waste Management representative to activate their account.
- Waste Management will provide a training packet for the merchant's use.
- After the merchant has read the training packet, he/she will need to complete the "Merchant and Billing Information" sheet and fax it to NASC at 630-268-8045. When the form is received a Waste Management representative will activate the account.

SPECIALTY MERCHANTS (Temporary Tenants)

- Observe all guidelines found in the section above. The merchant must inform Waste Management that they are a "temporary tenant" to receive temporary tenant rates.
- Waste Management will advise the temporary tenant that he/she will be billed a flat rate amount, and give the appropriate rate information.
- The merchant must call the Waste Management Customer Service Center to activate and deactivate their account. The tenant will continue to be invoiced until their account is deactivated. The number to call is: 1-888-977-NASC (6272).

Recycling

Corrugated cardboard should be broken down and placed in the container marked "Cardboard Recycling Only." It is each merchant's responsibility to break down their cardboard boxes and deposit them in the appropriate containers. REMEMBER – The more items you recycle, the more you help the environment and the more you reduce your trash removal costs.

Special Waste

Occasionally an Ashland Town Center merchant will need to dispose of Special or Hazardous Waste. Some examples are:

- Fluorescent light bulbs, in quantity (Normal change-out acceptable)
- Paint in paint cans
- Solvents or Chemicals
- Asbestos
- Appliances
- Tires
- Batteries

Under no circumstances should this type of waste be disposed of in the compactor with regular waste. Waste Management will arrange a pick up for Special/Hazardous waste.

For pricing and information about proper disposal/management of Special/Hazardous waste call: 1-888-977-NASC (6272)

Additional services from Waste Management

- Cart Rentals (\$5.00 per month, carts are optional)
- Construction open tops – 20yd and 30 yd open top containers will be made available by calling Waste Management National Account Service Center at 1-888-977-NASC (6272).
- Special or hazardous waste removal – service can be provided by calling Waste Management National Account Service Center at 1-888-977-NASC 96272).

Merchant Waste Management responsibilities

1. Separating and breaking down cardboard.
Each merchant is responsible for placing all of his or her cardboard (and only cardboard) that has been broken down into the Cardboard Recycling containers.
2. Placing only non-hazardous wastes into the waste compactors.
Hazardous waste removal can be arranged through Waste Management.
3. Paying invoices on a timely basis.
Merchants are responsible for paying Waste Management invoices within 30 days.
4. Not leaving waste outside the compactors, containers or in the mall common areas.
In order to avoid fines, merchants are responsible for placing waste only in the designated compactors and not storing it in common areas.
5. Contacting Waste Management or the Mall Management Office immediately with any operational difficulties with compactors.
All merchants share the compactors at the mall. Waste Management should be notified as soon as possible of any problems in order to resolve any issues for all merchants of the mall.

Specialty Leasing Program

Ashland Town Center Specialty Leasing Program offers both local entrepreneurs and established companies the opportunity to create higher levels of success.

By using the common area, one of the most dynamic and traveled parts of Ashland Town Center, merchants can be right in the middle of the action offering up-to-the-minute new products and services. With our state-of-the-art custom Retail Merchandising Units (RMUs) you can create your own miniature store, that when merchandised properly and staffed professionally, can revolutionize the way you do business.

In addition, Ashland Town Center offers the opportunity to lease select in-line locations throughout the center on limited-time availability to showcase new products or to offer more inventory at peak seasons.

Contact Specialty Leasing Manager, Michelle Adkins, in the Mall Management Office for more information.

Public Safety at Ashland Town Center

Mall Management provides Public Safety Officers with the responsibility to patrol and protect the common area of the mall and its many patrons and employees. It is the responsibility of our Public Safety Officers to identify hazardous situations that may cause injury to shoppers, employees or the property itself.

Individual store security is the responsibility of the retailer and his/her employees. If a store has a shoplifter, the store employee is the person who must advise the alleged shoplifter(s) that they are being detained because of shoplifting. The store is the only entity capable of filing charges; Public Safety Officers cannot file for them. If a store detains an alleged shoplifter; the Public Safety Officers will not escort the alleged shoplifter anywhere outside of the store. It is up to store personnel or police to do so rather than Public Safety Officers. The Public Safety Officer is present to ensure that there is no violence between the alleged shoplifter and store personnel or mall patrons. In the event of violence between the alleged shoplifter and store personnel or mall patrons, the Public Safety Officers will intervene to neutralize the threat until the police arrive.

Ashland Town Center is patrolled 24 hours a day. Disturbances or other public related problems observed by you or your staff should be reported by calling the Public Safety Cell Phone at 922-3205. A Public Safety Officer will be dispatched immediately. Customer or employee emergencies can usually be handled by calling Public Safety. However, in the case of extreme emergencies, you should first call the Ashland Police or Fire Department at 911.

Public Safety at Ashland Town Center is a matter of diligence for all of us. Public Safety Officers are available to assist and advise you. Conversely, they need your help and cooperation.

Any questions regarding public safety procedures should be referred to the Director of Public Safety at 325-9570.

To request immediate assistance, CALL 922-3205

When requesting assistance, please state store name, your name and the situation in as much detail as possible.

Note: If you believe an individual is armed with a dangerous weapon, please notify Mall Public Safety of this when you call. OUR PUBLIC SAFETY OFFICERS ARE NOT ARMED, THEREFORE, IT IS IMPERATIVE THAT THEY BE PROPERLY INFORMED. The Public Safety Supervisor on duty will handle all situations as stated above with the Ashland Police Department.

Policy on Merchant Assistance

Ashland Town Center Public Safety is responsible for the security and safety of the common area including sidewalks and parking lot areas.

Each merchant in turn is responsible for the security and safety of its interior leased premises. However, Mall Public Safety may assist merchants on matters such as shoplifting, bad check artist or other criminal offenders, in a limited manner.

If a merchant requires assistance, Mall Public Safety will ask them to notify the Ashland Police Department and will physically stand by until the police arrive. Public Safety will not detain the person causing the problem until the person physically threatens the merchant or officer or moves into the common areas of the mall creating a disturbance or problem.

Mall Public Safety may assist merchants in finding suspected shoplifters in common areas. If successful, the merchants must personally detain said suspect. A merchant with probable cause may detain a shoplifter – Mall Public Safety cannot! Mall Public Safety will not become involved unless an officer witnesses the crime or unless the problem escalates to a degree that someone is in danger of physical harm.

Use of the Duress Code

Ashland Town Center has a duress code. This code is to be used in the event you or your staff cannot request Mall Public Safety freely due to the fact that this could alert the offender(s). You and your staff should call Mall Public Safety at 922-3205 and say:

"This is _____, we need _____ boxes of shopping bags!"
Store name #

The number of shopping bags is the same number of people threatening your store. If there are 4 offenders in your store, you need 4 shopping boxes. Again, calling and requesting for the x number of boxes of shopping bags is a duress code. Public Safety Officers will immediately be dispatched to your store. The Mall Public Safety will ask you if the "subject(s)" have a weapon and what type of weapon. These questions will be phrased so that only a yes or no response is required.

Disorderly Conduct

Contact the Ashland Police Department and Public Safety. Mall Public Safety will stand by until the police arrive, but will only take action if personal safety is in question.

Accidents

(In Store) Your store liability insurance covers these incidents: however, if serious in nature, details should be reported to Mall Security.

(In Mall) Direct subjects to Mall Public Safety where all information pertaining to the accident will be recorded.

Solicitors

No solicitors will be permitted in the center or on the mall property (including parking lot leaf letters and/or windshield flyers) without first obtaining Mall Management approval.

If you or your employees observe any solicitors, please notify Mall Management of their location.

Medical Emergency

If a medical emergency should occur in your store, please call 911 first and then call Mall Public Safety at 922-3205. A Public Safety Officer will be dispatched to your store immediately to offer assistance. If the situation does not require 911 services but does require some type of medical assistance, please call Mall Public Safety at 922-3205 for medical assistance.

Lost Children

Ashland Town Center Public Safety Officers will assist in the event of a lost child or person. If a lost child or person is reported, please call Mall Public Safety at 922-3205. Please have a physical description including age, sex and name of the person missing. The information will be immediately dispatched to all Public Safety Officers.

Lost & Found

All lost & found items discovered in your store should be kept in your store. If you or members of your staff find an item in the common area, please turn this item in to Guest Services. If you or your staff is approached regarding a lost item, please call Guest Services with a description of the item. A log is kept at Guest Services regarding all lost & found items, and the representative will be happy to check if any item has been located. Items are held for 60 days at Ashland Town Center, and then turned over to local charities.

Auto Assistance

If you, your employees or your guests are in need of auto assistance, Mall Public Safety will assist with jump-starts and lockouts. However, Mall Public Safety will not change tires. If a motorist needs assistance that cannot be provided by Mall Public Safety, a towing service will be called if requested..

Travelers' Checks

Please be advised that American Express Travelers Checks from foreign countries may not carry the same value as U.S. Currency due to the exchange rate. The currency of the country should be noted on the top or lower portion of the Travelers Check. Failure to check the above mentioned information may result in your store incurring a loss.

After Hours Access Procedures

To maintain a safe mall and the safety of our customers and employees, Ashland Town Center has an after hours procedure. This procedure controls who is in the mall before and after normal mall hours. Stores are required to obtain an after hours permit if they need to come into the mall earlier than two hours before the mall opens for business or will remain later than one and one-half hours after the mall closes.

To obtain an after hours permit, merchant personnel will be required to give at least 24 hours notice. Permits can be obtained in the Mall Management Office during mall office hours, 8:30 am – 5:30 pm, Monday through Friday. We will need to know the reason, names of personnel and time of entry/exit needed. Ashland Town Center Public Safety will require proper identification of anyone entering the mall after lockup. Access may be denied if prior notice is not received and there is improper identification.

For emergency situations, you may obtain an after hours permit from the on-duty Manager if the office is closed.

All retailers leaving the mall more than 1 1/2 hours after the mall has closed for business must exit the mall via prearranged Service Court doors. Mall Public Safety will escort you to your vehicle if needed. NO ONE should be exiting through a main entrance after the doors have been locked by the Mall's Public Safety. This is not only a major safety hazard to mall merchants and mall employees remaining in the mall, but it will also cause the alarm system to activate. Alarm activation triggers a call to the 911 system and could result in nuisance charges. These charges will be sent to the offending merchant for payment when identifiable.

Internal Security

In the case of bad checks, stolen credit cards, counterfeit money, and other similar problems, contact a Security Officer to identify the situation and the suspects.

GENERAL SECURITY TIPS

1. Be security and safety conscious.
2. Report any situations, that may be a security or safety hazard.
3. Make sure all doors are locked at closing.
4. Check to see that all merchandise is secure in store.

Emergency Situations

ROBBERY

In case of a robbery, call the Ashland Police department at 911 and then call Mall Public Safety at 922-3205. Let the police and Mall Public Safety know if the subject is armed so that they will know how to proceed. Give the robber(s) what they want; remember material items are replaceable, your life is not. Write down what you can remember about the robber(s) before you talk to other employees and while it is fresh in your mind. Do not touch anything; there may be fingerprints that can be used to apprehend the perpetrator(s).

BREAKING & ENTERING

Call the Ashland Police Department at 911 and then call Mall Public Safety at 922-3205 in the event of a break-in. Again, do not touch anything. If you discover a door or gate open; do not enter by yourself, as subjects may still be inside. Wait until the police arrive.

If you see a suspicious person, please call for Mall Public Safety. The mere presence of a Public Safety Officer may deter the subject from loitering or misdeeds.

BOMB THREAT

1. Remain Calm!
2. Try to notice as much as you can about the person calling, i.e., accent, background noise, etc. Ask questions and keep the caller on the phone as long as possible.
3. Try to remember exactly what the caller said and write it down. The bomb threat checklist on the following page will help you.
4. Contact the Ashland Police Department immediately! Emergency number: 911.
5. Contact Mall Security at 922-3205.
6. Alert the Mall Management Office of the situation at 325-9570. We will assist in an advisory capacity and if needed, assist in a search of the area.

More Emergency Situations

FIRE DURING STORE HOURS

1. Contact the FIRE DEPARTMENT at 911.
2. Contact Mall Public Safety Cell Phone at 922-3205.
3. Calmly evacuate your store. Do not panic the public by announcing emergency evacuation.
4. The Ashland Fire Department and Mall Management personnel will instruct shoppers to evacuate the mall if the need arises.
5. Station personnel to guard the area from potential danger and looting until the police arrive.
6. Mall Management will contact the surrounding stores' personnel to review the extent of possible damage to their goods.

SUSPECTED FIRE – ODOR OR SMOKE

1. Make every effort to locate the cause of the odor or smoke.
2. If unable to locate and odor or smoke persists, call the Fire Department and proceed as above.

AFTER HOURS FIRE

If a fire starts anywhere in the mall, the sprinklers will activate, providing a surge of water to control the fire. A signal is automatically sent to our alarm company.

Our alarm company will contact the Fire Department and Mall Management. The affected store managers will be contacted and advised of the situation.

ELECTRICAL FAILURE

If your store suffers an isolated electrical failure, contact the Management Office and advise them of the situation: Phone (606) 325-9570. We will assist in an advisory capacity.

SHORT TERM ELECTRICAL FAILURES

If your electricity flickers off a few times for just a few seconds, the source may be weather related. These electrical failures last only a few seconds.

EXTENDED ELECTRICAL FAILURES

If for some reason your store suffers an extended failure, contact Mall Public Safety at 922-3205 and advise them of the situation.

1. Request that your patrons leave the store. This may prevent any accidents to them and any theft from the store.
2. Once your store is free of patrons, you may wish to secure your entrances.
3. Stand by your premises, as you will be expected to reopen as soon as the situation is rectified.

Mall Management will work with diligence to remedy any power outage as quickly as possible. Additionally:

1. We recommend surge protectors for all computer equipment.
2. Food vendors are also urged to have back up generators for refrigeration equipment.

LEAKING SPRINKLER HEAD

Due to the great amount of pressure behind a sprinkler head, any leak must be considered a priority. Contact the Mall Management Office at once.

PLUMBING DISORDERS

Compensation for any damage to another merchant space caused by your plumbing disorder is between you, your insurance company, the other merchant and its insurance company.

Fire Prevention

1. All doors leading to exits along with exit doors should be accessible for use when the store is occupied.
2. Stairways and walkways should be kept free of tables and other obstructions when the store is occupied.
3. All stairways, hallways and other means of exit should be well lit when merchant space is occupied.
4. Sprinkler system equipment (heads) should have a clearance of 3 feet in all directions.
5. No items should be stacked under sprinkler heads unless a 3-foot space is between the items and the sprinkler head. Nor should any item be suspended from the sprinkler system. No item may be hung from the ceilings of your store if it interferes with the sprinkler system and required clearance.
6. Nothing should be stored in the service hallways. These are fire exits for the public and store employees and must be kept clear.
7. All aisles throughout your store should be a minimum of 36 inches wide and should be kept clear at all times.
8. Flammable materials should not be used in creating displays in your store for safety reasons.
9. The use of extension cords to permanently operated appliances is not permitted.
10. No more than two appliances should be plugged into any outlet at one time.
11. Flammable liquids should not be stored in merchant spaces.

Public Safety Rules & Regulations

1. Merchant shall advise and urge its vendors to make all deliveries to designated service or receiving area for any period of time.

No deliveries will be permitted through the mall unless the merchant does not have a rear service door.

Merchandise being received shall immediately be moved into merchant's premises and not left in the common areas, service corridors or receiving areas.

2. Merchants are responsible for the storage of their trash, refuse and garbage. Merchants shall not dispose of the following items in sinks and/or commodes: plastic products, sanitary napkins, tea bags, cooking fats, cooking oils, meat scraps, cutting residue, petroleum products (gasoline, kerosene, lubricating oils), paint products (such as thinner), or any other item that sinks and commodes are not designed to receive.

3. Merchant shall not permit any advertising medium to be placed on mall walls, on merchant's exterior walls or windows or anywhere other than the store interior.

No permission, expressed or implied, is granted to exhibit or display any banner, pennant, sign, or trade or seasonal decoration of any size, style, of material within the shopping center, outside the merchant's space.

4. Merchant shall not permit the use of any advertising medium that can be heard or experienced outside of the merchant's premises. Such items may include flashing lights, search lights, loud speakers, phonographs, radios, televisions, organs, pianos, video screens, and any other devices that can be heard or experienced outside of the merchant's premises in a disruptive manner
5. No radio, television, or other communication antenna equipment or device is to be mounted, attached, or secured to any part of the roof, exterior surface, or anywhere outside the premises, unless Mall Management has previously given its written consent.
6. Merchants shall not permit merchandise of any kind at any time to be placed, exhibited, or displayed outside its premises; not is it permissible to use exterior walkways of its premises to display, store, or place any merchandise.
7. Merchant shall not permit any portion of the premises to be used for lodging purposes.

8. Merchant shall not, in or on any part of the common area:

- Vend, peddle, or solicit orders for sale or distribution of any merchandise, device, service, periodical, book, pamphlet, or other matter whatsoever, unless specifically permitted to so do within the parameter of the lease use clause.
- Exhibit any sign, placard, banner, notice, or other written materiel, except for that approved by the Mall Management Office.
- Distribute any circular, booklet, handbill, placard, or other material, except for that approved by the Mall Management Office.
- Solicit membership in any organization, group, or association, or contribution for any purpose.
- Create a nuisance.
- Use any common area (including the enclosed mall) for any purpose when none of the other retail establishments within the center is open for business, except for that approved by the Mall Management Office.
- Throw, discard, or deposit any paper, glass, or extraneous matter of any kind, except in designated receptacles, or create litter or hazards of any kind. It is a safety and fire hazard to store anything in service corridors. Mall Management and/or the Ashland Fire Department may cite you for infractions
- Deface, damage, or demolish any sign, light standard or fixture, landscaping material or other improvements within the center, or the property of guests, business invitees, or employees within the center.

EMPLOYEE PARKING

(Please return to the Mall Management Office)

STORE NAME: _____ DATE: _____

STORE MANGER (COMPLETED BY:) _____

EMPLOYEE NAME	VEHICLE MAKE	VEHICLE MODEL	VEHICLE COLOR	LICENSE PLATE #

Use this form to assist in obtaining important information from a bomb threat phone call:

Name of person receiving the call _____

Date of call _____ Time _____

Message (Exact Language Used):

Questions to be answered:

When is the bomb going to explode? _____

Where is the bomb now? _____

What kind of bomb is it? _____

What does it look like? _____

Why did you place the bomb? _____

Where are you calling from? _____

Description of caller's voice:

Male

Female

Young

Middle Age

Old

Estimated age _____

Accent? _____

What Kind? _____

What is the caller's tone of voice? Soft Loud Hoarse Muffled Deep
Pleasant Other

Is the voice familiar? _____

Other voice characteristics:

Did the caller appear familiar with the mall? _____

Background noise? _____

Marketing Tools For Your Success

Dear Store Managers:

The management team at the Ashland Town Center is dedicated to your success. Inside this marketing tools guide, you will find a number of “no cost” and “low cost” ideas to help you increase your sales!

Keep this book handy and contact the mall’s marketing team any time you want to take advantage of any of the suggested tools! The more you participate in mall marketing opportunities, the more potential customers will see and hear your selling message!

It is always our goal to help your store be profitable as it can be. We are here to help you succeed!

Sincerely,

Karen Dillow, Marketing Manager
325-9570

Table of Contents

1	Announcements and Red Folder Common Area Promotion
2	Couponing and Flyers Customized Customer Surveys Displays
3	Mall Events and Planet Kid Merchant Meetings and Awards
4	Press Releases Shopping Line Signage and Table Tents
5	Web-site and E-Mail Marketing
6	2002 Marketing Calendar

Announcements
Red Folder
Common Area Promotion

Announcements

Reach hundreds of potential shoppers in the mall's common area every day by having your store's announcements made over the mall's public address system. You may provide us with your message or you can list just highlights. We will help you with the exact wording. The best messages are those that are concise (25 words or less) and contain a strong selling point and a call to action. Announcements must be submitted before noon on Mondays of the week you wish your message to be broadcast. Contact Joan in the mall office to take advantage of this free marketing opportunity.

Red Folder

Each week, the mall sends out a red folder from the mall office to communicate mall happenings and marketing opportunities to all the store managers. The folder contains a one-page news brief called *Center Piece*, and frequently you will find participation and feedback forms for marketing events enclosed. The Red Folder is also an excellent communication tool that enable store managers to communicate their selling messages to other stores and mall employees! Many merchants offer mall employee discounts, which they periodically announce via the Red Folder. Stores may also submit stories/information regarding recent awards, successful events, etc. In addition, you can provide (or have the mall create) flyers/coupons to be included in the Red Folder at any given time. To have your store's information included in this weekly communication tool, contact Karen before the week that you wish your message to be distributed.

Common Area Promotion

Stores are encouraged to utilize that mall's common area to promote special events, sales, conduct product demonstrations, etc. To arrange promotional space in the mall, contact the mall office at least two weeks in advance. There are some limitations and requirements, which must be considered when planning a common area promotion. Give us a call, and we can discuss the best ways for you to take advantage of this opportunity.

Coupons and Flyers Customized Customer Surveys Displays

Coupons and Flyers

If you are looking for a great way to increase shopper awareness of your store's special offers and promotions contact the mall office for assistance in the design of coupons and flyers. We can help you determine the best timing, methods and locations for distributing your sales literature. Periodically, you will also be given opportunities (communicated in the Red Folder) to participate on mall VIP coupon sheets throughout the year. VIP coupons are frequently distributed during mall special events and even during off-site community events such as the Annual Summer Motion in Ashland.

Customized Customer Surveys

Would you like to find out what shoppers want, what they think, how they view your store? Using the mall's electronic MaxTrack unit we can download customer survey questions for your store, and shoppers use the unit to record their answers. Answers are then uploaded into a special computer program in the mall office, and we tabulate the results for you. We will work with you to develop survey questions that are specific to your needs. Contact the mall office two weeks in advance of your desired survey timing.

Displays

Bring your visual merchandising out onto the mall concourse for everyone to see by utilizing the mall's Retail Merchandising Unit program. These units (RMU's) are lighted, plexi-glass enclosed and available for merchant product displays at various times throughout the year. We can even assist you with designing your display and signage. Contact Specialty Leasing Manager, Michelle Adkins, to find out how to obtain display time on an RMU.

Mall Events and Planet Kid Merchant Meetings

Mall Events and Planet Kid

There are a variety of mall-wide events in which your store can participate throughout the year. Participation forms for these events are included in the weekly Red Folder. A “Year at a Glance” marketing calendar is included on the last page of this book.

Ashland Town Center also has a FREE kid’s club called Planet Kid with quarterly events and other opportunities our merchants can utilize to market their store to hundreds of families (the club currently has over 2,000 members). You may choose to actively participate in the Planet Kid Day event, offer members special discounts when they present their membership card in your store, or communicate your message in the Planet Kid Club newsletter. Watch the Red Folder for specific ideas and participation forms.

Merchant Meetings and Store Marketing Awards

Each quarter, Ashland Town Center conducts afternoon merchant meetings to update you about mall operations, leasing and marketing issues. Merchant meetings are a great time to share ideas with mall management and other store managers. Refreshments and door prizes are always included. The first meeting of each year occurs in February with our Annual Merchant Banquet. A meeting schedule is included on the last page of this book.

Store managers who have made outstanding efforts to utilize mall marketing opportunities are presented with Quarterly Marketing Awards at the merchant meetings. The awards consist of an engraved plaque and a letter of congratulations (with a copy for your supervisor). Stores earn points for each mall marketing opportunity they take advantage of, the mall tallies points at the end of each quarter to determine the winners.

Press Releases The Shopping Line Signage and Table Tents

Press Releases

Frequently, Ashland Town Center stores conduct promotions that our local media would consider newsworthy. These include any “Charity-related” promotions and events that offer some sort of in-store entertainment. Sometimes store events which are not newsworthy (such as a standard event) can be enhanced to garner media attention (such as adding entertainment, prize drawings or refreshments). Contact Karen Dillow in the mall office for help evaluating your event. We can also write a press release for you promotion and distribute them to local newspapers, radio and television stations in the Tri-State. Studies indicate consumers put more credibility in news articles than they do paid advertisements. We can help you obtain free publicity any time you need it!

The Shopping Line

When customers contact Ashland Town Center’s main number (324-1100) they are connected to the mall’s automated phone system call The Shopping Line. Using The Shopping Line, customers can be directly connected to any store or to the mall office. They may also use The Shopping Line for find out about the mall events, job openings, store hours, location and more. If you would like to have your store’s special offers/events or job openings posted on The Shopping Line, contact the mall office. Keep your message concise (25 words or less), and always provide us with a start and end date for your announcement.

Signage and Table Tents

Communicate your store’s promotions and special offers to the thousands of shoppers who walk through the mall each week by utilizing signs in the mall’s signholders. Ashland Town Center’s signholders display 22” x 28” poster that promote mall events, The Planet Kid Club and mall gift certificate programs. Space can be made available for merchant signs upon request. Don’t have signs? We can help obtain them!

Another very effective tools for communicating marketing messages is the table tents program in the mall’s food court. Customers read table tents as they enjoy meals in the food court every day. As estimated 10,000 meals a week are eaten in the food court. If your company does not supply you with table tents, we can help you create your own. Contact the mall office at least two weeks in advance of when you want to utilize this marketing tool.

Mall Web Site And E-Mail Marketing

Web Site and E-Mail Marketing

Approximately 300 people per day visit Ashland Town Center's web site, ashlandtowncenter.com to obtain gift ideas, join The Planet Kid Club, find out about store locations, mall events and more. Through this website, we can send e-mail messages to customers. Messages can be about special events, gift ideas, sale information or anything else exciting happening in your store. If you are interested in sending out information about your store via e-mail, contact Karen in the mall office for more information.

You can also update information about your store on our website. Just register your store at www.retailhub.com to post your special event, job openings, gift ideas, photos of your store, etc. With Retailhub, you are in control of what is posted about your store! If you do not have access to the Internet, a form can be completed and faxed to Retailhub for your convenience. For more information about Retailhub, please contact Karen in the mall office.