

**To:** All Retail Partners  
**From:** Marketing, Indooroopilly Shopping Centre  
**Date:** Friday, 16 October 2020

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Dear Retail Partner,

Thank you to those of you who completed our recent retailer survey. Your responses provided us with invaluable insights which will inform our festive plans for November and December.

Key to successful trade over the coming months is our ability to ensure customers feel as comfortable as possible when visiting the centre.

- Black Friday is a huge opportunity with 72% of customers responding they would shop in store for Black Friday vs only 59% online, based on convenience (to get the item they want straight away and have a variety of brands and products in one place)
- 83% of customers are more likely to come to an AMP Capital Centre if Black Friday were extended
- 32% of customers are more excited for Christmas than usual, with 96% likely to visit an AMP Capital centre during this Christmas period

Similarly, in our recent survey of retailers within the AMP Capital portfolio, almost half indicated they would support extended trade to some degree, while a quarter were still undecided.

Extending trading hours enables us to spread customer visitation out over a longer period, helping to facilitate physical distancing and in turn, increase customer comfort.

Taking into consideration these insights, together with detailed visitation analysis from previous years, please find below Indooroopilly Shopping Centre’s extended trading hours for November and December. We hope that providing you with the centre’s extended trading hours for 2020 will help you plan accordingly.

DAY	DATE	STANDARD HOURS	EXTENDED TRADING HOURS
Friday	27 November	9:00am – 5:30pm	8:00am – 6:00pm
Saturday	28 November	9:00am – 5:00pm	9:00am – 6:00pm
Sunday	29 November	10:00am – 4:00pm	9:00am – 6:00pm
Monday	30 November	9:00am – 5:30pm	
Tuesday	1 December	9:00am – 5:30pm	
Wednesday	2 December	9:00am – 5:30pm	
Thursday	3 December	9:00am – 9:00pm	
Friday	4 December	9:00am – 5:30pm	
Saturday	5 December	9:00am – 5:00pm	9:00am – 6:00pm

Sunday	6 December	10:00am – 4:00pm	9:00am – 5:00pm
Monday	7 December	9:00am – 5:30pm	
Tuesday	8 December	9:00am – 5:30pm	
Wednesday	9 December	9:00am – 5:30pm	
Thursday	10 December	9:00am – 9:00pm	
Friday	11 December	9:00am – 5:30pm	
Saturday	12 December	9:00am – 5:00pm	9:00am – 6:00pm
Sunday	13 December	10:00am – 4:00pm	9:00am – 6:00pm
Monday	14 December	9:00am – 5:30pm	
Tuesday	15 December	9:00am – 5:30pm	
Wednesday	16 December	9:00am – 5:30pm	
Thursday	17 December	9:00am – 9:00pm	
Friday	18 December	9:00am – 5:30pm	
Saturday	19 December	9:00am – 5:00pm	9:00am – 6:00pm
Sunday	20 December	10:00am – 4:00pm	9:00am – 6:00pm
Monday	21 December	9:00am – 5:30pm	8:00am - midnight
Tuesday	22 December	9:00am – 5:30pm	8:00am - midnight
Wednesday	23 December	9:00am – 5:30pm	8:00am - midnight
Thursday	24 December	9:00am – 9:00pm	9:00am – 6:00pm
Friday	25 December	9:00am – 5:30pm	CLOSED
Saturday 26	December	9:00am – 5:00pm	9:00am – 6:00pm
Sunday	27 December	10:00am – 4:00pm	
Monday	28 December	9:00am – 5:30pm	10:00am – 4:00pm
Tuesday	29 December	9:00am – 5:30pm	
Wednesday	30 December	9:00am – 5:30pm	
Thursday	31 December	9:00am – 9:00pm	9:00am – 6:00pm
Friday	1 January	9:00am – 5:30pm	10:00am – 4:00pm

\*Please note these hours are subject to change.

Extended trading hours will be supported by the following:

- In centre activity (as permitted by and with respect to restrictions)
- Digital promotion via the centre's website and email newsletter to customers
- Social media promotion via Facebook and Instagram

The peak sales periods coming up traditionally draw crowds, and we know that personal safety and hygiene will continue to be top of mind for customers.

It is our strong recommendation that you trade the recommended hours to enable us to spread out customer visitation and ensure customers feel as safe as possible when visiting the centre. In addition, a collective centre-wide approach will deliver the best experience for customers who seek to visit and spend outside of normal trading hours, whether due to concerns around personal safety and hygiene, or for convenience.

If you have any questions, please don't hesitate to contact marketing or the Centre Management team by phone on 3327 2810 or email [marketing.indooroopilly@ampcapital.com](mailto:marketing.indooroopilly@ampcapital.com)

Kind regards

The Indooroopilly Centre Management Team