

## Services

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A range of information and services are provided by the Customer Service Centre, located outside of Rivers and Noni B in the Coles/Kmart mall.

These services include:

- Purchase of Centre Gift Vouchers
- Lost & Found register
- Centre directory/guide
- Store information and brochures
- Standard wheelchair and Shop Rider hire
- Bus timetables
- Reading Cinema information and session timetables.

### Gift Vouchers

Belmont Forum Gift Vouchers are available for purchase from the Customer Service Centre. Gift Vouchers are redeemable at all stores within the Centre, with the exception of Kmart, Coles, Liquorland and Australia Post. Gift Vouchers are valid for a 12 month period from the date of purchase. Individual gift vouchers can be made out from a minimum amount of \$5.00 each, to a maximum value of \$50.00 each. Gift vouchers can only be purchased with cash.

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### Centre Directories

Centre directories/guides are available at all major entrances to the centre, at the Customer Service Centre, and at the Centre Management Office. The directories provide a colour coded map of the Centre, with a complete store list and information on services and facilities available.

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### Banking

Police & Nurses Credit Society, Westpac Bank and the Bank of Queensland are located within Belmont Forum for your banking requirements. For quick transactions, ATMs are positioned throughout the Centre, which accept most bank cards. Available ATMs at Belmont Forum include: ANZ, BankWest, Commonwealth, Home Building Society, National Australia Bank, Police and Nurses Society, St George Bank and Westpac.

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### Baby Change Rooms

Baby Change rooms are available to all parents and are located near the Food Court and Progressive Supa IGA. Baby change rooms are equipped with change tables, nursing cubicles, toilets for parents, child size toilets, and a children's play area.

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## Parking

Belmont Forum now has even more convenient free parking, with over 2,100 bays, including 362 undercover bays. Easy Access, one hour parking bays and Parents with Prams parking bays are located close to entries for added convenience.

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## Taxi Rank

A taxi rank is located on the Abernethy Road and Wright Street side of the Centre, past Harvey Norman. Taxis patrol this area frequently, however if a taxi is unavailable, please notify any of our staff, or the Customer Service Centre and we will endeavour to call a taxi for you.

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## Cab Spot

Cab Spot is an advanced automated system for ordering a taxi, using a mobile telephone, from a Cab Spot location. For ease of ordering a Taxi at Belmont Forum, we have 4 cab spot locations, they are as follows:

- Outside the Centre Management entrance
- Outside Westpac Bank
- Belmont Avenue entry near Mikasa Sushi
- Outside Liquorland

Locations: - clearly marked with Cab Spot Signage, visit any of the cab spots and follow the prompts on the signage for fast and efficient service.

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## Easy Access

Easy Access toilets are located near the Food Court, and Progressive Supa IGA, Miss Maud and Woolworths. Easy Access parking bays are located in all parking areas surrounding the building.

Wheel chairs are available for hire, free of charge, from the Customer Service Centre located opposite Noni B. Electronic gophers and standard wheelchairs can be booked by telephoning 9478 2152, or by calling in to the Customer Service Centre. If these are unavailable due to pre-booking, both Terry White Chemist and Amcal Chemist provide wheelchairs

for a small hire fee.

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Telephones

Public telephones are located in the courtyard near Westpac Bank, opposite Kmart and near Progressive Supa IGA. Coins and phone cards are accepted.

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Lost & Found Property

A lost and found register is kept at the Customer Service Centre and customers may either call 9478 2152 or visit the Service Centre in person. Progressive Supa IGA, Coles, Woolworths, Big W and Kmart each have separate lost and found registers and customers can check with these stores for lost and found property.

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Lost Children/Parents

Lost children can be reported to the Customer Service Centre, Security or Housekeeping staff, and every effort will be made to reunite families.

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Photocopying

Photocopying services are available from Australia Post, Amcal Chemist, and Winner's Circle for a small fee.

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Belmont Forum Courtesy Buggies

To provide even more service to our customers, Belmont Forum now offers shoppers transport to their vehicle from the centre, assisting with heavy shopping loads and helping senior citizens get to their car safely and swiftly. Courtesy vehicles regularly rove the centre's carparking areas, and are available during normal trading hours. This service is free of charge.

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