

# Your in-store experience

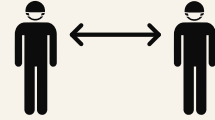
For your safety and wellbeing, the way you shop may look a little different right now.



Please enter via the allocated entrance doors wearing a face covering, which is required throughout our store. If the store is at capacity, please wait for a host to welcome you through the doors. At this time, a maximum of four people from one household or support bubble can visit as a group.



Help yourself to hand sanitiser, available across all of our stores.



You must wear a face covering at all times while in store, unless you have a valid reason not to. Please keep your distance from other customers and team members and follow safety measures displayed in store.



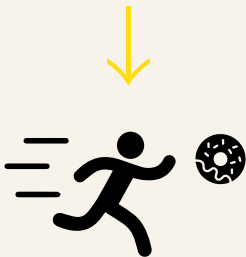
Please use our escalators or stairs to travel between floors - our lifts are for use by wheelchair users, pushchairs and customers with mobility issues.



When using our escalators, please follow social distancing guidance.



Please avoid touching products while you are browsing. At this time, beauty testers are unavailable, however our team members will be more than happy to demonstrate for you if asked.



In London, our outdoor rooftop restaurant, Alto by San Carlo, has reopened. Our indoor restaurants remain closed for dining, in line with current government guidelines, though many are offering takeaway options, as are our Foodhalls.



If you wish to use the toilets, please wait at the entrance until a host signals that you are able to enter.



To help maintain social distancing, some of our services are currently unavailable, but we are offering beauty, styling and gift advice in store. You can also enjoy these services from home by booking a one-to-one video call via [selfridges.com](https://www.selfridges.com)



Please leave the store through the clearly marked exit-only doors.



Contactless payments are encouraged at this time.



Clothing tried on in our fitting rooms will be quarantined or sanitised before being returned to the shop floor. We'll also be on hand to offer our help and expertise from a safe distance.

Remember: you can still shop online at [selfridges.com](https://www.selfridges.com) and on our app, with delivery to over 130 countries.