

EMERGENCY

911

RICHMOND COUNTY SHERIFF

706-821-1080

SECURITY

706-737-9126

MANAGEMENT OFFICE

706-733-1001

CUSTOMER SERVICE

706-733-1001, OPT.4

THE AUGUSTA MALL CODE OF CONDUCT

Welcome to Augusta Mall. Augusta Mall, including its designated roadways and parking areas, is private property. In order to provide a safe, secure and pleasant environment, we ask your cooperation in complying with the following Code of Conduct. Your entry constitutes your consent to abide by all the posted rules governing conduct, traffic and parking.

- Violations of the Law
- Any activity that threatens the safety of our guests, tenants, and/or employees.
- Any activity that threatens the well being of the property.
- Any activity that disrupts our pleasant, family-oriented shopping environment.
- Any activity that is inconsistent with the general purpose of the property, which is shopping, dining, or visiting the offices for business purposes.
- Any activity whose nature would tend to disrupt the legitimate business of the property and its tenants.

In compliance with Georgia State Law, this mall is a smoke-free environment.

Guests who do not act responsibly may be asked to leave. If they fail, or refuse to leave the property, they may be arrested and prosecuted for criminal trespass.

SECURITY SERVICES GUIDE

INFORMATION YOU SHOULD KNOW.

AUGUSTA MALL

DEFINING PLEASANT SHOPPING

Take a moment to familiarize yourself with the Augusta Mall Security Department and the services we provide. Our uniformed officers provide security 24 hours a day, 365 days a year, for your convenience and peace of mind. All Security officers are equipped with a 2-way communication system and exterior patrol officers are always in a marked vehicle.

CONTACTING SECURITY

Please choose the contact method that best suits your situation.

- 1) PERSON TO PERSON: Walk up to any Security Officer. They are patrolling inside and outside for your convenience.
- 2) MALL MERCHANTS: Go to any one of the 140 stores and ask a salesperson to contact Security by phone.
- 3) MANAGEMENT OFFICE: The Management Office can contact Security for you. The office is located on the lower level next to the restrooms. Office hours are Monday thru Friday 8:30 a.m. – 5:00 p.m. If you prefer to call, the number is 706-733-1001.
- 4) CUSTOMER SERVICE CENTER: Customer Service can contact Security for you. The Customer Service Center is located on the lower level, across from Macy's. They are open during mall hours. The Customer Service Center's number is 706-733-1001, Opt. 4.
- 5) CALL DIRECT: You can contact Security directly by calling the security emergency line at 706-737-9126 which is available 24 hours a day for emergencies only or Risk Management Issues. This line is in operation 24 hours, 7 days a week.

IMPORTANT REMINDER

PLEASE HELP! Help us keep our center safe by reporting spills on the floor, potholes, broken glass or any other hazard to Security or our Housekeeping Staff.

ESCORTS

If for any reason you would like a Security Officer to escort you to your car, the bus stop or to any location on our property, contact Security or Customer Service with your request.

PARKING LOT ASSISTANCE

If you need assistance with car problems such as lockouts and tire changes, the following companies are available to assist. Average cost is between \$25-\$45 depending on the service. The prices and services of these businesses cannot be guaranteed by Augusta Mall. For assistance with dead batteries please call the emergency line 706-737-9126.

COMPANY	PHONE	SERVICE
AAA Lock & Key	706-793-9791	Lockouts
Chancey's Wrecker	706-796-1642	Tire changes Jump starts Towing
Richard's Wrecker	706-796-0102	Lockouts Tire changes Jump starts Towing

LOST AND FOUND ITEMS

If you have lost or found anything, please contact Security or Customer Service with the article or pertinent information.

MISSING PERSONS

If you have anyone from your party that is missing, contact Security as soon as possible and we will assist you in locating them.

If you have any questions, problems or needs, please DO NOT HESITATE to contact our Security Officers. We are here to serve you and to provide a safe and pleasant atmosphere for our customers, merchants and employees of Augusta Mall.

SAFETY TIPS: A SHOPPER'S CHECKLIST

- Lock your car.
- Do not leave packages or other valuables in plain view. Lock them in your trunk.
- Be aware of your surroundings, inside and outside.
- Park as close to the entrance as possible, and write down the name of the aisle where you parked.
- As you leave to go to your car, have your keys in your hand. Be conscious of people near your car, or walking behind you. Trust your instincts. If you feel at all uncomfortable return to the nearest entrance and call Security to escort you to your car.
- Keep your purse secure at all times when inside and outside the mall. Do not leave it hanging over the back of a chair while in a restaurant or food court. (If someone grabs your purse, let them have it... your safety is the number one priority and should not be jeopardized).
- When making purchases by credit card, be sure you get any carbons from the sales slip, or watch while the clerk tears them up.
- While using an ATM, be sure to shield the keyboard while entering your PIN. Do not write your PIN on your ATM card. Only use ATMs in well-lit areas, preferably inside the mall.
- Remember that many credit card issuers will pay for lost, damaged, or stolen merchandise. Keep your receipts separate from the merchandise in case you need to file a report.
- When shopping at night, park near brightly lit areas.
- Shop with a friend or a group of friends. You will be less vulnerable.
- Do not park next to vans without windows.