

STORE DIRECTORY

Accessories & Leather	Grid	Level
Accessorize	14k	1
Claire's Accessories	14F, 23W	1 2
Fossil	23k	2
G&L London	13n	1
MABU Leather Tradehouse	22c	2
Saffron	15p	1
Sunglass Hut	23w	2

Books, Cards, News & Stationery	Grid	Level
Birthday's	23s	2
Clinton Cards	14v, 23f	1 2
Hallmark	14d	1
Lakeside News	35g	3
Smokers Mart	22c	2
The Works	13v	1
Waterstones	13x	1
WH Smith	11i	1

Childrenswear	Grid	Level
Ben Sherman	13o	1
Boots	11v, 21u	1 2
Boys Base	14o	1
Next	12t, 22t	1 2
Primark	11m, 21m	1 2
	22l, 31e	3
Soul Shoes	13c, 43f	1 2 BW
Ten	24k	2

Computers, Electrical, Photography & Music	Grid	Level
Apple	24t	2
Currys PC World	24r	2
Game	13j, 23q	1 2
HMV	23q	2
Jessops	12l	1
Sony Centre	14t	1

Communications	Grid	Level
3Store	14l	1
Carphone Warehouse	14o, 24s	1 2
O2	13s, 24v	1 2
Orange	14e, 24k	1 2
Phones 4 U	24v	2
TMobile	13h	1
Virgin Mobile	14s	1
Vodafone	14j	1

Customer Services	Grid	Level
C & C Recruitment	32g	3
Lakeside Training Centre	43f	2 BW
Parent & Baby Room	3	3
Personal Shopping Lounge	3	3
Tiny Taxis	1	1

Department & Variety stores	Grid	Level
Argos	15t	1
Bhs	11f, 21f	1 2
Debenhams	13y, 23y	1 2
House of Fraser	13a, 23a	1 2
Marks & Spencer	16m, 26m	1 2
Robert Dyas	21w	2

Entertainment & Leisure	Grid	Level
Explore Learning	43i	2 BW
Lakeside Diving Centre	lake	lake
Partyman World	41j	2 BW
Vue Cinema	52i	B

Financial Services	Grid	Level
Barclays	22d	2
Halifax	22d	2
HSBC	15d	1
Kanoo Foreign Exchange	23b	2
Marks & Spencer	16m, 26m	1 2
Santander	22w	2

Gifts, Toys & Art	Grid	Level
Build-A-Bear Workshop	23p	2
Discovery Store	13c	1
Disney Store	13i	1
Early Learning Centre	13c	1
Games Workshop	35i	3
G Store	13r	1
Gimme Gizmo	23h	2
Hawkin's Bazaar	25n	2
Just for dot dot dot	23v	2
MenKind	23v	2
Model Zone	12n	1
The Entertainer	12x	1
The Picture Gallery	24v	2

Health & Beauty	Grid	Level
Boots	11v, 22u	1 2
Holland & Barrett	24v	2
L'Occitane	13m	1
Lush	13l	1
Perfume Shop	15n, 25m	1 2
Regis	15n	1
Destination Skin (House of Fraser)	23a	2
Rush	12m	1
Supercuts	43g	2 BW
Supercuts 2	15c	1
Superdrug	13j	1
Suz Wigs	43e	2 BW
The Body Shop	24p	2
The Fragrance Shop	23r	2
Toni & Guy	12n	1

Jewellers	Grid	Level
Beaverbrooks	43b	2 BW
Claybrooks	25m	2
Emson Haig	22x	2
Ernest Jones	23d	2
F Hinds	25n	2
Foili Folie	15m	1
Fraser Hart	14l	1
Goldsmiths	13h, 23l	1 2
H Samuel	23n	2
Leslie Davis	13k	1
Links of London	22x	2
Pandora	22x	2
Silverleaf	42d	2 BW
Swarovski Crystal	22x	2
Warren James	12n	1

Women's fashion	Grid	Level
AllSaints	24q	2
Ann Harvey	15l	1
Ann Summers	25p	2
Bank	13p	1
Ben Sherman	13o	1
Choice Womenswear	43d	2 BW
Coast	24o	2
Cult	24t	2
Dorothy Perkins	14e	1
Evans	14f	1
FM Boutique	14n	1
French Connection	13o	1
Guess	24s	2
H & M	22o	2
Henleys	14h	1
HQ	13c	1
Jane Norman	24l	2
Jeneveve	42g	2 BW
La Senza	13d	1
L.A. Sugar	42c	2 BW
Lacoste	24o	2
Levis	23k	2
Lipsy	13s	1
M Butterfly	23d	2
Miss Selfridge	14f	1
Monsoon	14u	1
New Look	24x	2
Next	12t, 22t	1 2
Oasis	13f	1
Oxygen	24o	2
Papersun	24i	2
Peacocks	13b	1
Phase Eight	43c	2 BW
Primark	11m, 21m	1 2
Supercuts 2	22l, 31e	3
Superdrug	13j	1
Suz Wigs	43e	2 BW
The Body Shop	24p	2
The Fragrance Shop	23r	2
T.M.Lewin	13l	1

Men's fashion	Grid	Level
AllSaints	24q	2
Bank	13p	1
Baron Jan	14r	1
Base	14o	1
Ben Sherman	13o	1
Blue Inc	23g	2
Boys Base	14o	1
Brother 2 Brother	13o	1
Burton	24r	2
Choice Menswear	42d	2 BW
Cult	24t	2
French Connection	13o	1
Guess	24s	2
H & M	22o	2
Henleys	14h	1
Hugo Boss	14p	1
Lacoste	24o	2
Levis	23k	2
Monsoon	14u	1
Moss/Moss Bros Hire	14q	1
Next	12t, 22t	1 2
Officers Club	13k	1
Primark	11m, 21m	1 2
Guess	24s	2
H & M	22o	2
Henleys	14h	1
Hugo Boss	14p	1
Lacoste	24o	2
Levis	23k	2
Monsoon	14u	1
Moss/Moss Bros Hire	14q	1
Next	12t, 22t	1 2
Officers Club	13k	1
Suits You/Young's Hire	14r	1
Ten	24k	2
T.M.Lewin	13l	1
Top Man	24d	2
Zara	24c	2

Topshop	Grid	Level
Topshop	24e	2
Wallis	24g	2
Warehouse	23l	2
Yours Clothing	13p	1
Zara	24c	2
Zugi	24l	2

Food & Drink	Grid	Level
FJ Cools	35c	3
Giraffe	51d	B
Go	36d	3
Gourmet Burger Kitchen	51g	B
Greggs	15c	1
Harry Ramsden's	35d	3
KFC	36e	3
Krispy Kreme	13u	1
La Tasca	51f	B
Las Iguanas	51g	B
M&S Kitchen	42f	2 BW
McDonald's	15x, 21c	1 2
Millies Cookies	13n, 14w	1
Nando's	51d	B
Old Orleans	52h	B
Pizza Express	33f	3
Pizza Hut Express	36d	3
Pizza Hut	16q, 21c	1 2
Prêt A Manger	14b	1
Quiznos	34h	3
Sainsbury's Pie and Mash	34c	3
Shakeaway	15w	1
Spreads Cafe	42e	2 BW
Spur Steakhouse	51h	B
Starbucks	42b	2 BW
Strada	51e	B
Taco Bell	33e	3
The Italian Kitchen	34c	3
Wagamama	51e	B
Wimpy	12l	1
Yog	13f	1
YO! Sushi	13i	1

Shoes	Grid	Level
Aldo	23h	2
Barratts	14h	1
Clarks	23r	2
Dune	24n	2
Jones Bootmaker	24k	2
Kino	16p	1
Linzi Shoes	13d	1
Miss Diva	24p	2
Moda in Pelle	43c	2 BW
Office	14i	1
Parmar Shoes	14s	1
Schuh	13e	1
Shoe Zone	13v	1
Soletrader	14x	1
Soul Shoes (Children)	43f	1 2 BW

Facilities - Quick Guide	Level
Toilets	1 3
Disabled toilets	1 3
Cash dispenser	1 2 3
Parent & baby facilities	1 2 2 BW 3
Shopmobility & disabled parking	1 2
Meeting point	2
Information	1 2
Coffee shop	1 2 3

Restaurants, Cafés & Bars	Grid	Level
BB's Coffee & Muffins	34i	3
Boost Juice Bar	43j	2 BW
Burger King	21x, 36f	2 3
Café Giardino	13q, 35h	1 B
Café Rouge	51b	B
Café Zest	23a	2
Caffè Nero	14x	1
Costa Coffee	12x, 14d	1
Ed's Easy Diner	33e	3
Fat Jackets	35c	3
Feast Oriental	36e	3

Specialist	Grid	Level
Babyzeze	43h	2 BW
Barnardos	16d	1
British Heart Foundation	16c	1
Confetti & Lace	43d	2 BW
Hotel Chocolat	23o	2
Mr Simms Olde Sweet Shoppe	42h	2 BW

USEFUL INFORMATION

Food and drink
The Food Court on Level 3 offers a wide range of snacks and refreshments and you'll find plenty of other options throughout Levels 1 and 2. The Boardwalk is the ideal destination for eating out as a family. You can find The Boardwalk at the end of Brompton Walk, Level 2.

Need the loo?
There are toilets at each end of Level 1 and next to Well Heeled on Level 3.

Personal Shopping
You can book our free Personal Shopping service by calling 01708 869933.

Vue Cinema
To find out which of the latest releases are showing at the cinema, call the ticket hotline on 08712 240 240.

Keep in touch
If you want to be the first to know about the latest Lakeside events, deals and news, simply text 07797 882288 with your sex and age - e.g. text F23 if you're female and M23 if you're male.

Shopmobility
Our Shopmobility service makes it easy for people with mobility problems to get around Lakeside. On your first visit, bring along proof of ID for your address and signature (e.g. driving licence, utility bill). You'll be asked to fill in a registration form and then be issued with a Shopmobility card containing your unique reference number. You'll need to bring this card on future visits and quote your reference number when booking ahead. You'll find the Shopmobility office on Level 1 of car park 10 (blue). To book a wheelchair or scooter, simply call 01708 869744 - we recommend booking in advance, especially at busy shopping times.

No Smoking
It is now against the law to smoke at Lakeside.

Baby-changing
Baby-changing facilities are available in Boots, Debenhams, House of Fraser, Marks & Spencer and next to T-Shirt Print on Level 3.

Baby care centre
Our baby care centre is one of the largest in the UK and has all the changing, feeding and playing facilities mums and dads could need.

Pushchairs and Tiny Taxis
Pushchairs are provided free of charge - just ask at the Customer Information desks. Tiny Taxis are located on Level 1 by Debenhams.

Car Valet UK
Have your car cleaned inside and out while you shop. Find cleaning bays in car park blue, car park red and car park white, or outside the bus station on Level 1.

Chapel
Whatever your personal faith, you're welcome to pay a visit to the Lakeside chapel on Level 3. Prayer mats and compasses are available from Centre Management if you need them. The chapel is open throughout normal shopping hours and most Sundays there is a 1.30pm service which is open to everyone - check the notice board outside the chapel for details of the next service.

Lakeside Gift Cards
Nearly all of our shops and restaurants accept the Lakeside Gift Card. Those that don't, we've marked with a ■.

Lakeside Wedding List
Say 'I do...' and pick your presents from over 250 shops with the Lakeside Wedding Gift Service. For more information, please visit the Lakeside website or call 01708 684321.

GETTING TO LAKESIDE

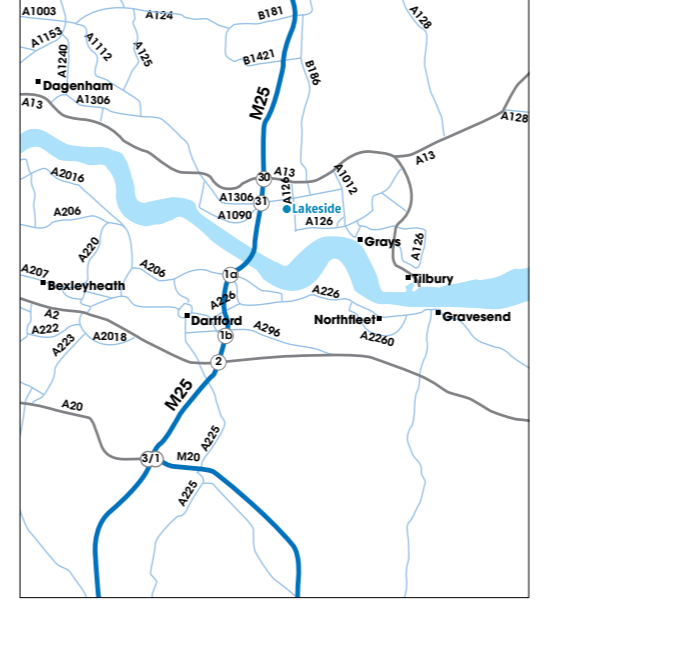
By Car
We're clearly signposted from junctions 30 and 31 off the M25. The A13, A1306 and West Thurrock Way also provide direct access to the centre. For more information or to plan your journey visit www.lakeside.uk.com.

Satellite Navigation Postcode Reference: RM20 2ZP

By Bus
There are many bus routes servicing the centre from Essex, Kent and London. To plan your journey by bus, visit traveline.org.uk or call 0871 2002233.

Bus timetables are available from the Information Office at the bus station and also from Thurrock Council offices and libraries.

Guide dogs are welcome.



GETTING TO LAKESIDE

By Taxi
There is a taxi rank located outside Vue Cinema on The Boardwalk and across the road from Marks & Spencer Level 1.

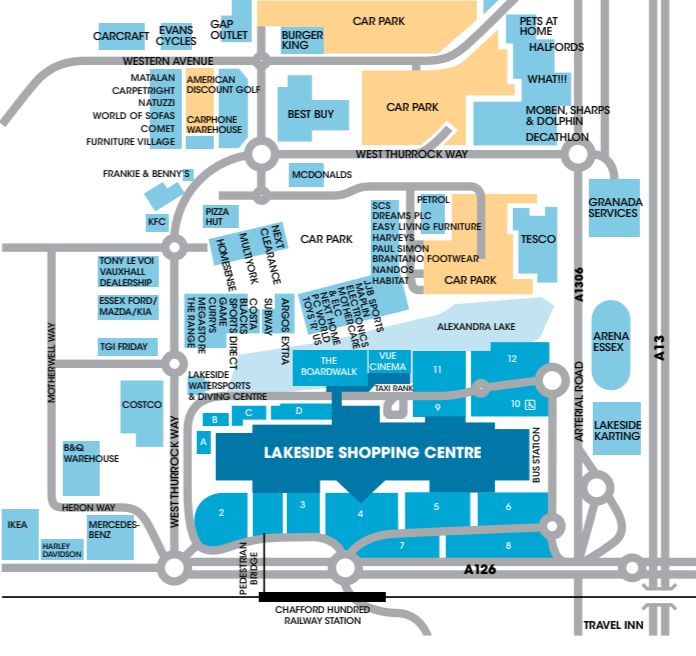
By Train
Chafford Hundred train station is a few minutes walk from the centre via a covered pedestrian bridge. Lakeside from Chafford Hundred and Grays. Covered parking for your bike is available at a number of entrances around the centre.

By Foot
Walking is a healthy form of exercise and generates no pollution. If you live close to Lakeside then why not consider walking?

By Cycle
Cycling is good for you, and good for the environment - it's fast, it's convenient, it gives you freedom and independence, and takes you from door to door. There are cycle routes into Lakeside from Chafford Hundred and Grays. Covered parking for your bike is available at a number of entrances around the centre.

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STORE GUIDE

It's free, a great way of getting some exercise and you can cover a mile in just 20 minutes at average walking speed. Chafford Hundred is less than a mile away via the pedestrian bridge at the train station, or via Fenner Road.

FORTHCOMING EVENTS

Lakeside's 21st Birthday

This year, Lakeside celebrates its 21st Birthday. Watch this space for some great events coming up to celebrate our birthday.

21st Birthday Giveaway

To celebrate Lakeside's 21st birthday, on the 21st of each month, one lucky winner will be getting a £1,000 Lakeside Gift Card, so you can feel even better about shopping at Lakeside.

For your chance to win, complete an entry form in centre and post in the entry boxes at the Customer Information Desks. Best of luck!

PARK & WIN!

Every week throughout 2011 we'll be picking one lucky shopper to win a £50 Lakeside Gift Card! Pick up a car sticker* at the Customer Information Desks to be in with a chance of winning!

We'll also be surprising shoppers at the bus and train stations each week with an on the spot prize of a £25 Lakeside Gift Card. Good luck!

*Whilst stocks last. Terms & Conditions apply.

Valentine's Day Monday 14th February

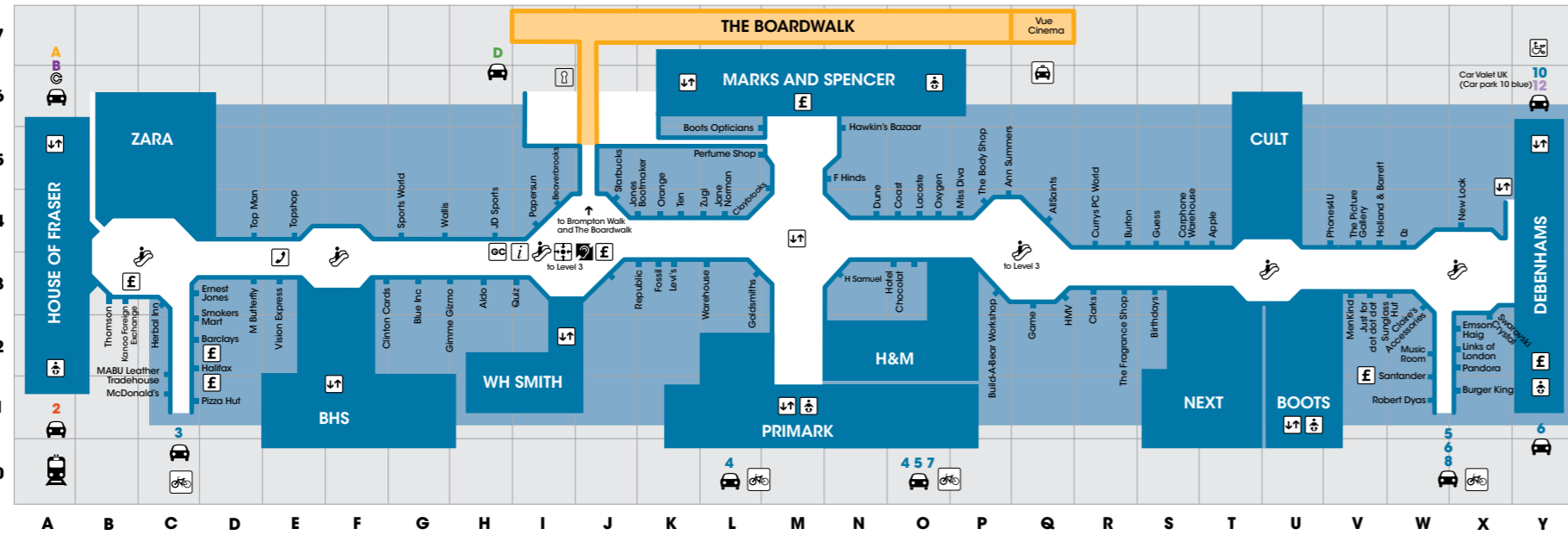
Treat the one you love to a Lakeside Gift Card this Valentine's Day. Whatever they have in mind, they can use their Gift Card in over 250 shops, cafés and restaurants at Lakeside.

Visit www.lakeside.uk.com for all events information, as well as the latest centre news, special offers and competitions.

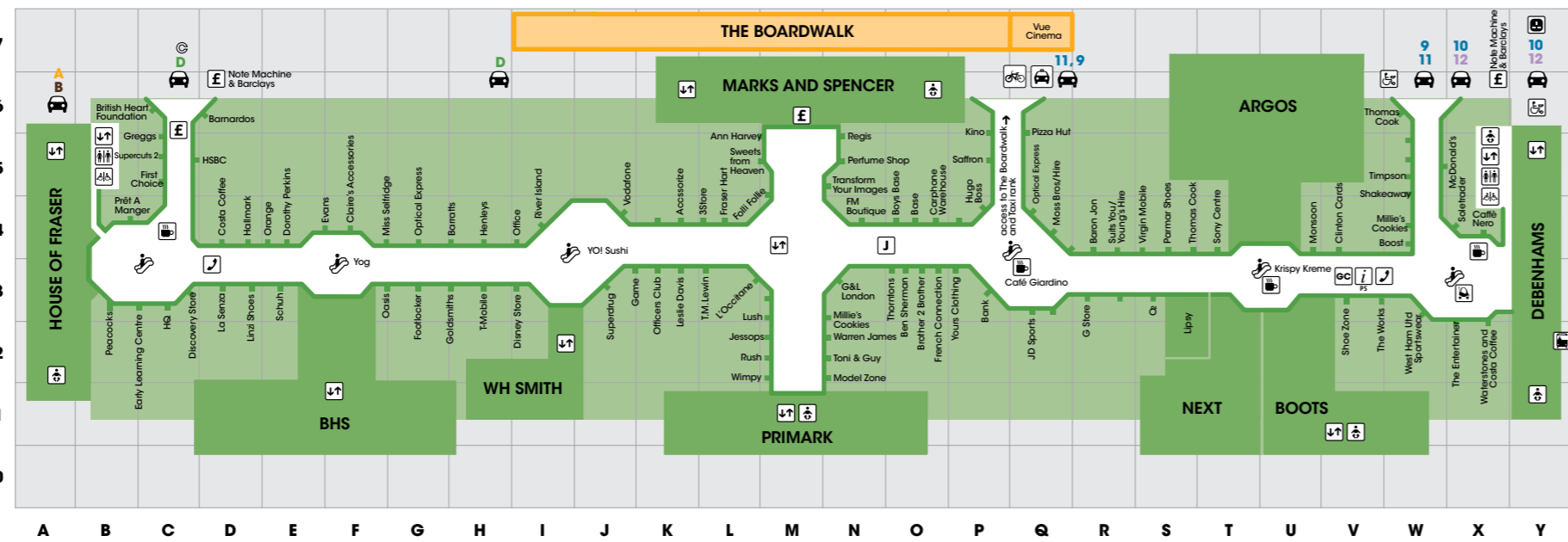
This leaflet is printed on recyclable paper which is chlorine and acid-free, therefore a lot kinder to the environment.

This guide is correct at time of going to print. Issue 41, January 2011.

LEVEL 2 - SHOPS



LEVEL 1 - SHOPS

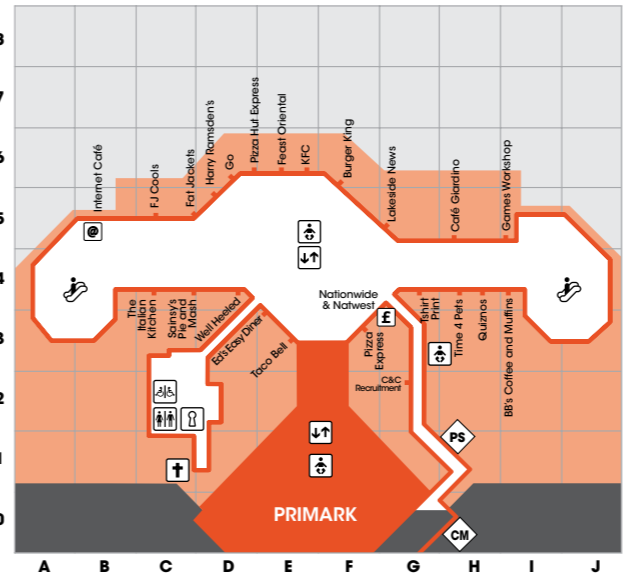


It is against the law to smoke at Lakeside

- Toilets
- Sympathetic hearing
- Disabled toilets
- Tiny taxis
- Parent & baby facilities
- Trains
- Cash dispenser
- Parking
- Telephone
- Cycle Park
- Taxi rank
- Lifts
- Meeting point
- Escalators
- Shopping lockers
- Shopmobility & disabled parking
- Gift Card sales
- Personal shopper
- Job vacancy board
- Chaplaincy
- Centre Management
- Information
- Electric car re-charge point

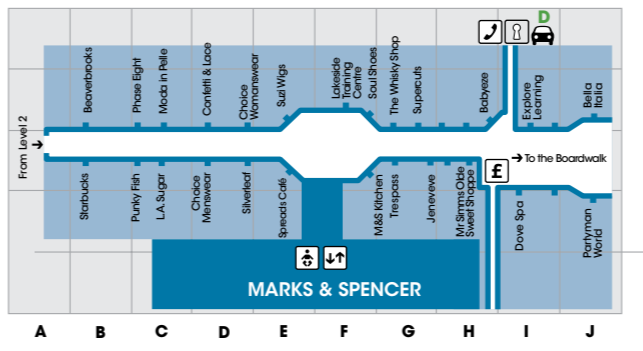
- ### Level Guide
- L1 - Shops
 - L2 - Shops
 - L2 BW - Brompton Walk
 - L3 - Food Court, shops
 - B - The Boardwalk

LEVEL 3 - FOOD COURT

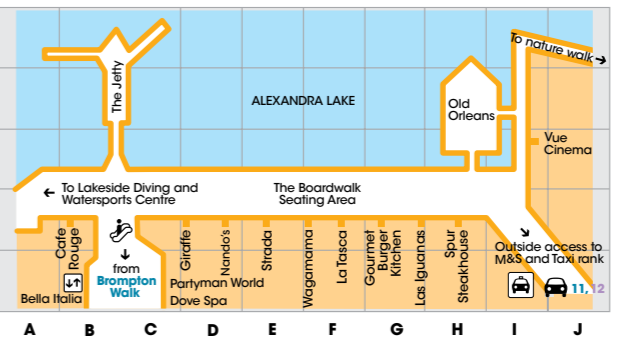


- Le Boulevard - Internet Desks
- Toilets
- Disabled toilets
- Cash dispenser
- Parent & baby facilities
- Cycle Park
- Chaplaincy
- Parking
- Shopmobility & disabled parking
- Meeting point
- Information
- Coffee shop
- Centre Management
- PS - Centre Management
- CM - Centre Management

LEVEL 2 - BROMPTON WALK



THE BOARDWALK



Eating, drinking, pampering and fun - there's something for everyone at The Boardwalk.

LAKESIDE OPENING HOURS

Monday to Friday 10am - 10pm
 Saturday 9am - 9pm
 Sunday 11am - 5pm
 Bank Holidays 10am - 7pm

THE BOARDWALK OPENING HOURS

As The Boardwalk can be accessed without going to the Centre, the restaurants and cinema have varied opening hours and offer food from 9am to midnight. Please check with individual restaurants for details.

More detailed opening hours are available at www.lakeside.uk.com

CONTACT

Centre Management, Lakeside Shopping Centre, West Thurrock Way, West Thurrock, Grays, Essex RM20 2ZP
 Tel: 01708 869933

Christmas Club

Relax about paying for next Christmas - join the Lakeside Christmas Club. You can save as little as £5 and top up your account as and when you like. Plus if you join before 28th February 2011 you can get £25 free.

For more information, speak to a Customer Service Advisor at our Customer Information Desk on Level 1 outside Boots.