

May 11, 2020

## Retailer Curbside Pickup

Dear Santa Monica Place Retailers,

This letter is to inform you the updated government ordinance allows certain nonessential retail business to reopen to fulfill phone and online orders through Curbside Pickup beginning May 12, 2020. It is each retailer's responsibility to obtain, review and comply with the guidelines issued by all applicable government ordinance and to determine whether they are eligible for Curbside Pickup under the government ordinance.

Santa Monica Place has developed a plan to support any of our retail partners wishing and permitted to offer this service.

### **Santa Monica Place – Retail Curbside Pickup**

**Operating Hours: Monday – Saturday 11 am – 7 pm; Sunday 12 pm – 6 pm**

- There are two designated locations for retailers to use to deliver customer merchandise:  
**2<sup>nd</sup> Street between Colorado & Broadway and Broadway at 3<sup>rd</sup> Street Promenade.**
- There will be 8 designated, numbered parking spaces identified for Curbside Pickup. These locations will be designated with green and white A-frame signs that read “Temporary Curbside Pickup 10 Minute Parking”. **Spaces 1-4 are located at 2<sup>nd</sup> Street and spaces 5-8 are located at Broadway.**
- Guests must be at their vehicles and practice social distancing.
- Each store is responsible for coordinating the communication and delivery of merchandise to your customers directly. Once the customer arrives, they should contact you with their numbered parking space.
- Guests will be required to leave the parking area once they have received their order.
  - All shipment deliveries will continue to use appropriate docks near your store.
  - Center employees are encouraged to utilize **Parking Structure 8** for direct access to the property. **Should you choose to park in Parking Structure 7 will you need to access the center through level one on 2<sup>nd</sup> Street by True Food Kitchen.**

Please notify Center Management at 310.260.8300 or email [Reopening.SantaMonicaPlace@macerich.com](mailto:Reopening.SantaMonicaPlace@macerich.com) if you plan to offer this service. This will help us provide additional information you might need, and we will share your participation through our digital and social media channels.

**Please note, Santa Monica Place common area and restrooms are NOT open to the public or available for use at this time.** Nonetheless, Santa Monica Place will continue to regularly sanitize highly touched surfaces. Tenants and their agents/employees should follow social distancing measures in accordance with the public health and government orders.

Thank you and stay well.

Lucia Minaya, Property Manager

Cc: Julia B. Ladd, VP Property Management