



FAQ's Parental Escort Policy at Promenade at Coconut Creek

1. Why is this policy necessary? What's driving this change?

Promenade at Coconut Creek's Parental Escort Policy is designed to enhance the shopping experience for all our patrons. This effort is in line with the national trend toward creating a family-friendly atmosphere for shopping, dining, and entertainment.

We have coordinated our efforts with and utilized input from various groups, including school administrators and The Coconut Creek Police Department. In addition, this policy has been developed based on customer and tenant feedback on the need for more specific youth visitor guidelines.

2. How will you be able to determine if someone is a parent or legal guardian?

Promenade at Coconut Creek's security personnel have been trained to implement the new program. Visitors to the center may be asked for photo and age identification, which could include a valid driver's license or other state-issued ID, school, employer, or military ID.

3. Do parents have to always stay with their kids?

Yes, youths must always remain with a parent or legal guardian during their visit. One parent or legal guardian may escort up to three youths, and at least one of the youths must be the child of the parent or guardian. Parents or legal guardians are responsible for the actions of the escorted youths.

4. How did you decide on the schedule for when the program is in effect?

The parameters were based on our experience at Promenade at Coconut Creek and research of other retail centers across the country that have implemented similar programs. The overwhelming conclusion was that these programs work best from mid-afternoon through early evening.

5. Are there any exceptions? For example, what about school trips or holidays?

There are no exceptions. The program will be in effect starting January 12, 2022, from Monday through Friday, from 2:30 pm to 5:30 pm and enforced throughout the year.

School groups are welcome as always, and the school should notify Promenade at Coconut Creek's Management Office in advance and ensure that groups are accompanied by an appropriate number of chaperones.



6. How does this program affect the restaurants and movie theater specifically?

Visitors under the age of 17 are not permitted to visit restaurants or shop between 2:30 pm and 5:30 pm, Monday through Friday, without a parent or legal guardian. The purchase of a movie ticket does not exempt a youth from compliance with the Parental Escort Policy. Youths exiting the theater after 2:30 pm must immediately leave the property if not escorted by a parent or legal guardian.

7. What happens if a teen is asked to leave Promenade at Coconut Creek's premises?

Any individual under the age of 17 who does not work at Promenade or is not with a parent or legal guardian will be asked to leave. Security will stay with them until they leave the property or until their ride arrives.

8. What are the potential punishments?

Individuals in violation of the program (or any other posted shopping center policies, including the existing Code of Conduct) must leave the shopping center or face expulsion, banning, arrest and/or prosecution for criminal trespass.

9. Are there any rules or restrictions affecting people ages 18 years or older?

The Parental Escort Policy is focused on youths under the age of 17. Our Code of Conduct remains in place and applies to everyone - it does not allow loitering, loud and boisterous behavior, obscene or offensive language, running, vandalizing property, smoking, firearms, etc.