

**THE  
BENTALL  
CENTRE**

**KINGSTON UPON THAMES**

# THE BENTALL CENTRE FACT FILE

## LOCATION:

Kingston upon Thames, Surrey  
12 miles from central London

## ACCESS:

Close to the A3 and M3  
3 minutes walk from Kingston main line station  
Access to the Centre via Clarence Street/ Wood Street and Fife Road doors  
An extensive frequent bus service into Kingston Town Centre

## CATCHMENT:

Within a 30 mile radius of Kingston upon Thames which represents up to  
1 hour drive time

## VISITORS:

2006/7 Annual footfall 13 million. Highest weeks footfall 482,1340.  
Footfall is just over a million a month and doubles over the Christmas period.  
Target customer profile: 25 – 54 years. ABC1 Predominantly female.

## AMENITIES

Car park A 600 spaces.  
A 'Highlight' space guidance system has been installed in car park A  
to advise customers where available spaces are.

Seven Kings has 703 spaces.

- Extra height 6'10" for taller vehicles.
- No columns between spaces for ease of parents with prams.
- 35 designated disabled spaces adjacent to ground floor entrance.
- Customer 'help points'

Other town centre spaces are within 5 minutes walking distance of the  
Centre.

Creche with mother/baby changing facilities.

Radar key purchase facility for disabled guests in the management  
suite.

Health & Fitness Club on the 3<sup>rd</sup> floor

Entertainment & Promotion area on the Ground Floor.

## GROSS LETTABLE AREA:

140,000 sq.ft. of office space  
260,000 sq.ft. of retail space  
200,000 sq.ft Bentalls

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**600.000 sq.ft Total**

## RETAIL MIX BY FLOOR

Level	Retail Mix
3 <sup>rd</sup> Floor	Virgin Active Health Club
2 <sup>nd</sup> Floor	Lifestyle and Leisure
1 <sup>st</sup> Floor	Fashion
Ground	High Street
Lower Ground	Lifestyle and Leisure

The Bentall Centre trades successfully on four floors linking into the Bentalls department store at each level, with a merchandising mix integrated between the store and Centre. In addition there is a health club complete with swimming pool on the top floor.

### The Centres unique tenant mix:-

- Talbots
- Baby Gap
- Bentalls
- 1<sup>st</sup> European Store
- Highest turnover in the world per square foot
- Largest department store built since the second world war.

## **DEVELOPMENT OF THE BENTALL CENTRE**

Kingston is one of only four Royal Boroughs in England and Wales. It has always been an important trading centre and today it is a town bursting with opportunity. It is an important regional strategic centre serving a wide area that spans much of South West London and Surrey, which attracts more than a quarter of a million people a week to its shops, stores and markets.

Since Saxon times, Kingston has traded on the banks of the Thames, being the most convenient crossing point for miles around. Commerce prospered and Kingston Bridge is still among the most used along the river. Although retailing tends to steal the headlines, Kingston has traditionally had a widely based local economy, attracted originally by the river but more recently by the town's proximity to London, Heathrow and Gatwick airports, as well as the motorway network.

Between 1987 and 1992 the Bentalls department store in Kingston upon Thames was re-developed to create The Bentall Centre. This comprised the new six storey Bentalls department store and a shopping centre of 100 retail units over four floors. Each level of the shopping centre has direct access in to the trading levels of the Bentalls department Store. At the centre of the scheme is a spectacular atrium, which could accommodate the nave of Westminster Abbey or the dome of St Paul's.

The Centre was built in two phases to allow Bentalls to trade throughout the development period. Initially Bentalls traded on the southern section of the site, while the buildings at the north end were demolished. The new store was occupied in the summer of 1990 providing 200,000 sq. ft. of trading space, plus 140,000 sq. ft. of ancillary storage, staff and office space. The final phase unveiled an additional 260,000 sq. ft. of retail space. The Bentall Centre was opened by Edward Bentall and Nick Price (Norwich Union) on 2<sup>nd</sup> November 1992.

The original Aston Webb façade built in the 1930's and inspired by Wren's design for Hampton Court has been retained.

The vast open gallery is covered with the glazed barrel vault. This is lined with perforated white metalwork, into which are set 2,000 fibre optic lights.

There is both good artificial and natural light, which engenders a light airy ambience. The interaction with daylight produces a solid textured vault at night, whilst the optic 'stars' create a stunning visual effect enhancing the symmetrical form of the roof. The elegant suspended uplighters to the ceiling and 'wall wash' lights in the balustrades define the graceful form of the balconies and walkways.

The Bentall Centre is linked to the car parks by a high level glazed footbridge. The bridge a 52 tonne geodesic tube – like construction totally enclosed in faceted glass. It was transported by barge from West Germany down the Rhine across the North Sea and up the Thames to Kingston where it was craned into position.

The Centre's heating and air circulation is based on the premise that fresh air is introduced to the mall at all levels and extracted through the back of the retail units. As a result of this the mall feels fresh and free of odours.

Mall Temperatures are monitored and controlled using a natural ventilation system, keeping the malls approximately 3°C above external temperatures. Gas fired heating is in the winter to ensure temperatures do not fall below 13°C. Shops have the ability to install air conditioning within their premises working as a heat rejection system. Fresh air is brought into the mall and extracted from the back of the shop by the general extract system.

The general extract ductwork doubles up as the smoke extract, constructed from stainless steel and over 1000 mm in diameter and can withstand temperatures of over 500°C

If a fire occurs within a shop, the unit's fire alarm system is activated and all the other retailers are advised of a problem via an alert message and indicators on the fire alarm panel. All ventilation is closed and the two smoke dampers within the shop affected are open. The correct zone fans are operated pulling smoke away from the area affected. This aids the public in evacuation. Sprinklers are installed throughout the building to minimise the fire load.

The Bentall Centre was the first shopping centre in the UK adopt a 'no smoking' policy throughout.

## **THE BENTALL CENTRE IS A SUCCESS BECAUSE:-**

- Sited in the wealthiest quadrant of the Greater London catchment area which extends into the stockbroker belt
- Kingston is a key regional shopping centre
- It's location, quality and design have created one of the most successful, attractive and atmospheric shopping centres in the UK.
- Light and airy
- With 23 escalators, 9 lifts, bridge links and stairways, the Centre has excellent pedestrian circulation.
- Unique design – Escalator E6 which goes for the ground to the second floor is the largest single truss escalator in the world with only a top and bottom support.
- Won award for innovative use of lighting – fibre optics, pools of light on floors, balustrade lights pick out the curves and straight lines in the architecture.
- Unique tenant mix
- Customer Care policy – 1<sup>st</sup> shopping Centre in the UK to be awarded Investors in People status accreditation.
- All staff trained in Customer Care

## AWARDS INCLUDE

- 1989 Award for contribution to improving the appearance of The Royal Borough of Kingston
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- 1992 Certificate for excellence in “Townscape Design”
- 1997 Investors in People Award – the Centre was the first shopping centre in the UK to ever achieve this accreditation
- 1997 Certificate of Merit – ICSC European Marketing Competition

## AWARD WINNING LIGHTING

The lighting of The Bentall Centre has won three lighting awards.

- 1994 Lighting Design Award in the commercial category.
- 1993 British Council of Shopping Centres commendation in the new development category.
- 1992 Architects’ Journal Lighting Award for the best British interior lighting scheme.

## CAR PARK A & SEVEN KINGS CAR PARK

- 2003 ‘Park Mark’ Safer Parking award
- 2004 ‘Park Mark’ Safer Parking Award (updated).