

# SOUTHLANDS FAQ

This is a short list of our most frequently ask questions. For more information, please call Southlands Management Office at (303) 627-5000 or Guest Services at the Clock Tower at (303) 627-5002.

## What are the cross streets for Southlands Shopping Center?

Southlands is located at E-470 & Smoky Hill Road in Aurora, Colorado.

## What are the Southlands hours of operation?

### Guest Services at the Clock Tower:

Thursday – Friday: 12:00PM – 6:00PM  
Saturday: 10:00AM – 6:00PM  
Sunday: 12:00PM – 6:00PM  
(Hours may vary for special events and holidays)

### Regular Operating Hours:

Monday – Saturday: 10:00AM to 9:00PM  
Sunday: 11:00AM to 6:00PM  
(Some Retail Businesses, Restaurants and Theatre hours may vary)

### Winter Hours (Monday, January 2, 2023 - Thursday, March 30, 2023):

Monday – Thursday: 10:00AM to 8:00PM  
Friday & Saturday: 10:00AM to 9:00PM  
Sunday: 11:00AM to 6:00PM  
(Some Retail Businesses, Restaurants and Theatre hours may vary)

### Holiday Hours:

Martin Luther King Day	Monday, January 16	1:00AM to 8:00PM
President's Day	Monday, February 19	10:00AM to 8:00PM
Easter	Sunday, April 9):	Check website for list of open businesses
Memorial Day	Monday, May 29):	10:00AM to 6:00PM
Independence Day	Tuesday, July 4	11:00AM to 6:00PM
Labor Day	Monday, September 4	10:00AM to 6:00PM
Thanksgiving	Thursday, November 23	Check website for list of open businesses
Christmas Day	Monday, December 25	Check website for list of open businesses
New Year's Eve	Sunday, December 31	10:00AM – 6:00PM
New Year's Day	Monday, January 1	10:00AM – 6:00PM

(Some Retail Businesses, Restaurants and Theatre hours may vary)

**Note:** Southlands will observe extended Holiday Hours during the winter months to accommodate peak shopping times. Dates and times, TBD.

### **Where is Southlands Security office?**

Southlands Security Office is located on Main Street between Barnes & Noble and Lane Bryant. Southlands Security is available 24 Hours per day and can be reached at (303) 627- 5400.

**LOST AND FOUND IS LOCATED MAY BE TURNED IN AT THE SECURITY OFFICE**

### **Is WiFi available at Southlands?**

Yes, free WiFi is available along Main Street and at Guest Services at the Clock Tower.

- Outdoors on Main Street: Southlands WiFi. No password required
- Indoors: Guest Services: Southlands Guest WiFi. Password Required: mainstreet.

### **Where can I purchase Southlands gift cards?**

Southlands branded gift cards are now available at Guest Services at the Clock Tower (located on Main Street). See above for hours.

Gift cards are available in denominations from \$10 - \$1,000. These closed-loop gift cards may be used at Participating Retail stores and businesses. The list is available at Guest Services at the Clock Tower or on the Southlands website – [shopsouthlands.com/southlands-gift-card](https://shopsouthlands.com/southlands-gift-card)

### **How much does it cost to rent a booth for the FARMER'S MARKET?**

All questions regarding the Farmer's Market can be directed to Williams Family Markets, Jason Williams, (303) 693-3662, [williamsfamilymarkets@gmail.com](mailto:williamsfamilymarkets@gmail.com) .

### **When does the Concert Series begin?**

The concert series begins in mid- June and continues through mid-August. Concerts are held on Thursdays, starting at 6:00PM. Information will be posted on our website when the band line-up is scheduled for the season.

### **May we bring alcohol to the concert?**

Alcoholic beverages are NOT allowed at the concerts. Southlands hosts a Common Consumption Area which means alcoholic beverages can be purchased at participating Town Square restaurants and enjoyed within the Town Square area.

### **What is the Southlands Wine Walk?**

Wine Walk is a Southlands event held on the entirety of Main Street. With your purchased ticket, guests will receive a tabbed wristband entitling the holder to taste various wines at booths set up on Main Street. The event also features entertainment, retailer sidewalk sales and other fun activities. A portion of the proceeds benefit Aurora Family YMCA.

### **What is the date and time for the "Trick or Treat" Trail in 2022?**

Saturday, October 21, 2023 from 10:00AM to 12:00PM

### **When does Santa arrive at Southlands?**

Santa will make his arrival at Southlands as part of the annual Holiday Hometown Parade & Tree Lighting ceremony on Saturday, November 18, 2022. The parade is free to the public and will begin at 6:00PM.

### **When does the ice rink, “The Pond” open? Close for the season?**

The Pond opens for the season in mid-November (Date TBD) and closes for the season on at the end of February. Exact dates will be announced via [shopsouthlands.com](http://shopsouthlands.com) and via Southlands social media.

For additional questions concerning hours and rentals, please send an email to: [southlands@icerinkevents.com](mailto:southlands@icerinkevents.com)

### **Where can I find “weather alert” information for center closing?**

We will post a message on our website, [shopsouthlands.com](http://shopsouthlands.com), if there is a closing or delayed opening.

### **Where can I find information on stores/businesses open for business on recognized holidays such as Easter or Thanksgiving?**

You can find the list of open stores on the Southlands website, [shopsouthlands.com](http://shopsouthlands.com), generally one week prior to the holiday.

### **Where can I find Southlands on social media?**

Stay up to date on events, sales, promotions, and more by following @ShopSouthlands on Facebook and Instagram.