



# Guest Services

## Frequently Asked Questions

### Where is Southlands located?

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

Guest Services at the Clock Tower is located at 6220 S. Main St. Aurora, CO 80016

### When is Southlands open?

#### Regular Operating Hours:

Monday-Saturday: 10:00AM-9:00PM

Sunday: 11:00AM-6:00PM

#### Holiday Hours: (TBD)

#### Winter Hours (Monday, January 2, 2024-Friday, March 27, 2024):

Monday-Thursday: 10:00AM-8:00PM

Friday-Saturday: 10:00AM-9:00PM

Sunday: 11:00AM-6:00PM

#### Guest Services Hours:

Thursday, Friday, Sunday: 12:00PM-6:00PM

Saturday : 10:00AM-6:00PM

### Where is Southlands Lost & Found?

Southlands has two areas where lost & found items may have been recovered. (1) Guest Services at the Clock Tower or (2) Security Office. Security can be reached 24/7 at 303-627-5400.

### Where is the nearest restroom?

The nearest restroom to Guest Services at the Clock Tower is located across the street and through the breezeway past H&M and Mainstream Boutique. Take a left and follow the sidewalk behind the dumpsters to the Men's, Women's and Family restrooms.

### Where can I purchase Southlands Gift Cards?

Guests may purchase Southlands Gift Cards from Guest Services at the Clock Tower to spend at participating Southlands retailers and restaurants.

**When is the next Southlands event?**

Please refer to [www.ShopSouthlands.com/events-programs](http://www.ShopSouthlands.com/events-programs) for a list of current events to share with the customer.

Is Southlands on social media?

Customers are encouraged to follow Southlands social media pages @ShopSouthlands on Facebook and Instagram to stay up to date on events, sales, promotions, and more.

**What is Peak Perks?**

VIPeak is Southlands new customer loyalty program! Members of this program receive exclusive offers, discounts, event opportunities, surprise gifts and more. New members can sign up at Guest Services at the Clock Tower.