



THE ORCHARD  
TOWN CENTER

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Tenant Handbook





## Welcome

On behalf of the Orchard Town Center team, thanks for being part of the Center. We strive to make your experience a positive one, through providing great service to each of our tenant partners. We welcome any suggestions you may have regarding how our team can better serve your business throughout your tenancy. Please feel free to contact our office, details are provided below.

This Tenant Handbook is designed to assist you and your team members with day to day operations of your leased space and proactively answer any questions you may have regarding the general operation of Orchard Town Center. Please review the enclosed details with your team and keep this asset in a place that is easily accessible for reference. Information will be revised periodically. Please refer to the Tenant portal at [vestartenantsservices.com](http://vestartenantsservices.com) for the most up to date version.

## Management Staff

**Mark Peterson**, General Manager  
**Ilima Lua-Lokan**, Assistant Property Manager  
**Kate Heckman**, Marketing Director  
**Serena Schultz**, Marketing Manager

**Katie Seitz**, Administrative Assistant  
**Adam Carpenter**, Director of Operations  
**Edwin Valenti**, Director of Security

Management Office	303.450.8610
Security Non-Emergency Line	720.926.5062
Operations	720.319.9278
Tenant Website	<a href="http://vestartenantsservices.com">vestartenantsservices.com</a>
Center Website	<a href="http://theorchardtowntcenter.com">theorchardtowntcenter.com</a>

### Emergency Numbers

EMERGENCY: Police, Fire, Ambulance, Rescue	911
Non-emergency Police & Fire Dispatch	303.658.4360
Rocky Mountain Poison & Drug Center	800.222.1222
Orchard Security Emergency	303.450.8613

# Index

<b>Management Services</b>	5	Employee Parking	10
Hours of Operation	5	Media Inquiries	11
Emergency Notification	5	Use and Care of Premises	11
<b>Tenant Responsibilities</b>	12	<b>Safety and Security</b>	11
Maintenance and Repairs	6	<b>Orchard Security Overview</b>	12
Roof Access	6	<b>One Call System</b>	13
Storefronts and Signage	7	Lost and Found	13
Store Interiors	8	Emergency Procedures	13
Mold Remediation	8	Security Procedures	14
Pest Control	8	Accidents, Injuries, and Illnesses	14
Tenant Maintenance and Repairs	8	Lost Persons	14
<b>Shared Resources</b>	12	Fire Protection and Precautions	15
Trash Removal	9	Active Shooter Policy	16
Cardboard Recycling	9	<b>Bomb Threats</b>	17
Mail Service	9	<b>Tornados</b>	18
After Hours Permitting	10	Appendix 1: Trash and Cardboard Locations	
Deliveries	10	Appendix 2: Employee Parking	
Project Common Courtesies	10	Appendix 3: Mailbox Locations	
Employee Conduct	10		

# Management Services

The Orchard Town Center is managed by Vestar. Our staff is here to assist you with any questions or concerns you may have as it relates to your tenancy. Our office is located on the first floor of Building B at 14697 Delaware St., Suite 850; you will find the entrance between Volcano Ramen and 3 Margaritas.

## Management office hours are as follows:

### Standard Hours (*Labor Day – Memorial Day*)

Monday – Friday 8:00 A.M. – 5:00 P.M.

### Summer Hours (*Memorial Day – Labor Day*)

Monday – Thursday 8:00 A.M. – 5:00 P.M.  
 Friday 8:00 A.M. – 1:00 P.M.

## The Property Management office observes the following holidays:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day

## Emergencies

Orchard management should be contacted to answer any questions or address problems related to the Center or its operation. The following is a list of some (but not all) situations that should be brought to the attention of Property Management:

- General safety hazards
- Burned out exterior lighting
- Potholes
- Damage sidewalks or curbs
- Broken water lines
- Broken windows/roof leaks
- Suspicious situations or persons
- Medical emergencies
- General crimes or disturbances
- Civil disturbances or petitioners
- Wind/storm/hail/snow damage
- Gas leaks
- Fire
- Active shooter
- Bomb threats

In the event of a life-threatening emergency, please call 911 immediately. After calling 911, contact Orchard Security and Management to report the incident.

# Tenant Responsibilities

## Tenant Business Hours

**Tenants shall maintain the following minimum business hours:**

### Summer Hours (Memorial Day – September 30th)

Monday – Saturday 10:00 A.M. – 9:00 P.M.

Sunday 11:00 A.M. – 6:00 P.M.

### Winter Hours (October 1st – Memorial Day)

Monday – Thursday 10:00 A.M. – 8:00 P.M.

Friday – Saturday 10:00 A.M. – 9:00 P.M.

Sunday 11:00 A.M. – 6:00 P.M.

Please note, tenants may have variations in their hours of operation. Always refer to the specific terms of your lease agreement for details. Additionally, all tenants should open no later than and close no earlier than the published Center hours of operation without written permission or as otherwise governed by your lease. If you plan to modify your hours beyond standard times, please submit a written request to the Management Office at least one week in advance.

We'll distribute updates on anticipated retail holiday hours via email to our tenants at least two weeks before the holiday. Please note that department stores, office tenants, and restaurants may have varying hours.

### Here's a quick reference for anticipated retail holiday hours:

New Year's Day	11:00 A.M. – 6:00 P.M.
Easter	CLOSED (open optional)
Memorial Day	10:00 A.M. – 6:00 P.M.
Independence Day	10:00 A.M. – 6:00 P.M.
Labor Day	10:00 A.M. – 6:00 P.M.
Thanksgiving	CLOSED (open optional)
Christmas	CLOSED (open optional)
New Year's Eve	10:00 A.M. – 6:00 P.M.

## Roof Access

**If a contractor working for your location needs access to the roof of any building, please reference the following requirements:**

- » Ensure a certificate of liability for the service provider is on file.
  - You can send the certificate to the Management office via email at admin-co@vestar.com.
- » Person(s) accessing roof must report to security, produce identification, and complete the rooftop access form. A driver's license will be required as a deposit.
- » When access is complete, the contractor must return to the security office to sign out.

## Storefronts, Storefront Signs, and Display Windows

At Orchard Town Center, we strive to create a visually appealing and inviting atmosphere for all our customers. To achieve this, we require our tenants to adhere to the following signage guidelines:

### Signage Requirements:

- **Clean and Professional Presentation:** The interior and exterior of your storefront, including glass, doors, signage, base molding, and all other surfaces, must be consistently maintained in a clean and professional manner.
- **Window Displays:** We encourage you to showcase your products and brand personality through professionally merchandised displays in your storefront windows. Trimming of windows should be completed during non-operational hours to minimize disruption for customers.
- **Mannequins and Props:** Mannequins should be properly and completely attired, including shoes, and kept in good repair to enhance your brand image. All props and displays should also be maintained in a clean and well-maintained condition.

### Signage Regulations

To ensure a cohesive Center aesthetic, all Tenants will refrain from using the following types of signage:

- Hand-Lettered Signs: Hand-lettered signs or newspaper advertisements within or attached to your storefront are not permitted.
- Taped Signage: Signage taped to the surface of your storefront windows or doors is not allowed.
- Product Line and Payment Decals: Decals or other signage indicating product lines or credit card acceptance should not be placed directly on windows or doors.
- Distracting Displays: Strobes, flashing lights, or video monitors are not permitted.

# Tenant Responsibilities

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## Obtaining Approval for Illuminated Signage

If you wish to install illuminated or mechanical signage, displays, or decals within public view, we require prior written consent from the Orchard Management. To expedite the approval process, please submit the following information via email:

- Mock-up: A professional rendering or photo of the desired signage.
- Intended Placement: A clear description of where you plan to install the signage.

## Please include the following email addresses in your request:

- Ilima Lua-Lokan, Assistant Property Manager: [ilua-lokan@vestar.com](mailto:ilua-lokan@vestar.com)
- Kate Heckman, Marketing Director: [kheckman@vestar.com](mailto:kheckman@vestar.com)

Signage that has not been approved could be subject to immediate removal.

## Signage Maintenance

The Orchard Management requires that Tenant will, at its sole cost and expense, maintain, repair, and replace any broken, damaged, cracked or vandalized materials of the signs or display windows within a reasonable period or time. Work must be completed no later than seven (7) days after notification by the Orchard management.

## Store Interiors

### Keeping Your Space Inviting

At Orchard Town Center, we strive to create a pleasant and enjoyable experience for all our customers. To achieve this, we kindly ask our tenants to cooperate in maintaining their store premises in a clean, orderly, and sanitary condition, free of insects and vermin.

### Signage and Decorations

We understand the importance of visually appealing displays. Pennants, banners, or any other advertising materials are not to be suspended from the ceiling or interior walls within four (4) feet of the store closure line (typically defined by your door frame, unless otherwise noted in your lease). We require prior written consent from Orchard Management for the use of helium balloons. Approval will be granted for a limited time only.

## Tenant Maintenance and Repairs`

### Maintaining Your Storefront

Should any damage occur to your storefront or interior, you will be responsible for repairs within a reasonable timeframe, ideally within seven (7) days of notification by Orchard Management. We're happy to assist you in finding qualified repair personnel if needed.

### Right of Inspection

To ensure the overall well-being of the shopping center, Orchard Management reserves the right to inspect tenant premises without prior notification.

### Common Area Considerations

To ensure clear and safe access for all customers, tables or other obstructions are not to be placed at storefront entrances or beyond the store closure line. Additionally, with the exception of those vending machines or video games specifically permitted by lease agreements, installing such equipment within your premises is not permitted.

### Compliance with Regulations

It's important for all tenants to operate in accordance with local regulations. Therefore, we require that you comply with all applicable laws, ordinances, rules, and requirements set forth by city, county, municipal, state, and federal authorities, both currently in effect and those that may be implemented in the future, regarding any initial or future construction, installations, use, and occupancy of your premises.

### Fire Safety Measures

The safety of our tenants and customers is a top priority. In line with local regulations and insurance underwriter requirements, at your own expense, you are responsible for installing and maintaining fire extinguishing and smoke detecting apparatuses within your premises. Monthly inspections of this equipment are recommended, along with professional testing of fire extinguishers on an annual basis. Please ensure that these critical safety devices are kept clear of any obstructions that might impede access.

# Tenant Responsibilities

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## Mold Remediation

Tenants must take immediate action to remove mold as soon as it is identified within the Tenant's premises and notify management and operations of mold issues immediately for inspection.

## Pest Control

Tenants must take immediate action to remove any pest infestation as soon as it is identified within the Tenant's premises. It is the Tenant's responsibility to perform pest control maintenance within its premises. The Orchard management will contract for pest control in the Common Area.

## Tenant Maintenance and Repairs

Each Tenant, at their expense, must repair and maintain every part of its premises. This includes storefronts, utility meters, pipes and conduits, plumbing fixtures, lighting fixtures, light bulbs, interior air duct system and HVAC systems, including quarterly filter changes, storefront signs, locks, window frames, doors, floor coverings, and any other fixtures or items within the suite.

Please connect with the Orchard Management if you would like support sourcing a qualified vendor. Should the Center's electrical, air conditioning, or fire protection staff be called in to troubleshoot a problem, the Tenant will be required to sign a work order to pay for labor and expenses if the repair or non-functioning item(s) are the Tenant's responsibility.

Please Note: Unless otherwise specified, Tenants will be charged for maintenance staff time and materials used in correcting or attempting to correct a problem that is the Tenant's responsibility. Current rates start at \$75.00 per hour or any fraction thereof. Material charges may incur a surcharge.

## Sound and Odors

Sounds and/or odors shall not emanate from Tenant's premises at any time.

# Shared Resources

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For your reference, we have include a map highlighting locations for trash and cardboard recycling. Please report problems regarding the operation of trash or cardboard compactors to the Orchard management office at 303.450.8610. Construction trash is strictly prohibited in the compactors.

## Cardboard Recycling

Cardboard boxes can be recycled in the designated cardboard recycling compactors. They must be broken down and cannot contain food waste, films, plastic wrap, or other containers. Please do not put anything except for cardboard in the cardboard recycling compactors.

## Trash

Please dispose of trash only in designated compactor locations. Trash must remain in your suite until it is ready to be disposed. Common areas (hallways, sidewalks, service corridors, etc) must be kept clean and free of debris. Common area receptacles within the Town Center area are not to be used for tenant waste. Additionally, construction trash is strictly prohibited in the compactors. Any damage to the trash compactors due to construction waste will be the sole responsibility of the Tenant. Note: Tenant will be charged a rate starting at \$75 per hour for any repairs to compactors caused by Tenant employees.

## Locations

For your reference, a map highlighting locations for cardboard recycling and trash is included in Appendix A-1 of this document. Please report problems regarding the operation of trash or cardboard compactors to the Orchard management office at 303.450.8610.

## Mail Service

Mailboxes are situated in Building B for all Tenants located in the Town Center area. Pad tenants will be assigned a PO box at one of the annex mailbox locations noted in Appendix A-3. There is no door-to-door delivery of mail. Tenants are responsible for the collection of their mail.

All boxes are assigned by the U.S. Post Office, which may be contacted at 303.438.0035 Their physical address is 280 East 1st Avenue, Broomfield, CO 80020.

In the event of a lost mailbox key, please contact the US Post Office for replacement keys. Tenant is responsible for replacement expense.

# Management Services

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## The Orchard Equipment

Due to insurance restrictions, only the Orchard maintenance staff is permitted to use center maintenance equipment to cover the scope of any work at the Center. Equipment will not be lent out to Tenants at any time.

## After Hours Permitting

It is the responsibility of each Tenant to inform the Orchard Management of any employee(s) working after normal closing hours. This includes the employees of the business, as well as any contractors or others performing work for the business.

If additional security is needed, the Tenant should contract with Orchard Security or with an outside agency for this service. Seven-day advance notice is necessary to provide extra Security Officer(s). All costs involved in extra security will be the Tenant's responsibility.

Anyone noticed in a business after hours without having notified Orchard security may be asked to leave the Center. Anyone attempting to enter the Center after hours without having obtained a permit may be denied access.

Please contact the Director of Security at 303.450.8612, for information related to obtaining additional security officers.

## Deliveries

Deliveries of any kind must be made to the rear door or service court area, if applicable, of the Tenant's space.

Service areas are to be used only for the active loading and unloading of merchandise or other materials. Service areas are not to be used for parking. Violators will be subject to towing at vehicle owner's expense.

Deliveries requiring access through any plaza area must use a dolly with rubber tires to avoid damage to the hardscape. Steel wheeled dollies are never permitted.

It is the responsibility of the store manager to inform all delivery drivers of the proper procedures.

## Project Common Courtesies

### Employee Conduct

Tenant employees shall conduct themselves in a professional and business-like manner at all times while on the premises of the Orchard, including parking lots. Tenants shall not be permitted, nor shall they permit solicitations, demonstrations, vending, distribution of handbills or any other matter to customers within the common areas of the Orchard nor will Tenants place or cause to be placed any materials on or in automobiles within the parking areas of the Orchard. Solicitors will be asked to leave the premise immediately.

### Employee Parking

Employee parking is designated in the perimeter of the general parking area. Employees may not park in the parallel parking spaces on Delaware St, Town Center Dr, or Orchard Parkway. Employee parking will be enforced by Orchard Security. Employees found repeatedly parking in unauthorized employee parking zones may have their vehicle towed at the owner's expense. Security officers are available to escort employees to their vehicles. Please call 720-926-5062 to coordinate as needed.

See Appendix A2 for Employee Parking Diagram.

### Media Inquiries

All media inquiries are to be directed immediately to the Orchard management office. Tenants are not permitted to speak to the media or any type of reporter on behalf of Orchard Town Center unless specifically authorized by Orchard Town Center management.

### Use and Care Premises

Tenants will conduct business in the premises in a dignified manner and in accordance with high standards of professionalism.

Tenants shall not use, nor permit the premises to be used, for any purpose other than as specified within the Tenant's lease. Tenants shall not use nor permit the premises to be used in any way that will injure the reputation of the Orchard. Nor shall the Tenant permit the premises to be occupied in whole or in part by any other person, except as permitted under the Tenant's lease.

# Safety and Security

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## Tenant Responsibilities

Tenants are responsible for their own interior security, including theft prevention. The Orchard Security personnel will assist stores with incidents involving minimal bodily injury, store damage, etc. Tenants agree that they will not keep anything in, upon, or about the premises which will violate Landlord's policies. This insures against loss or damage by fire or other hazards and will assist in insuring that the rate of fire or other insurance will not be increased beyond the minimum rate that would be applicable to the premises for the use or the purposes permitted under the lease.

## Orchard Security Overview

The Orchard Security is provided to maintain peace and order in the common areas of the Shopping Center.

In the event of a life-threatening emergency call 911.

The Orchard Security Office is on duty 24 hours per day, 365 days a year. The Security Office is located on Delaware Street in building B near the service court.

Security can be reached at:  
720.926.5062 non-emergency line  
303.450.8613 emergency line

Please keep security abreast of any issues that may occur in your location or in the common areas. This could include snatch and runs, loitering, or other disturbances.

## Security responsibilities include:

1. Patrol of all common areas, enforcement of Center regulations, visible presence, and keeping a constant watch for persons committing or preparing to commit a crime or code of conduct violation.
2. Assistance for all customers and visitors at the Orchard with directions and information.
3. Administration of minor first aid. Incidents requiring emergency medical aid will be handled by the City of Westminster Fire Department. Call 911 immediately in the event of a medical emergency.
4. Evening checks of all front doors. Managers will be notified of unsecured doors.
5. Reporting of all occurrences of maintenance operational failures, hazards, or vandalism to the Orchard management office.
6. Employee vehicle escorts as needed.

Security officers responding to calls regarding shoplifters inside a store will inform the store manager to call the Westminster Police Department if an arrest is to be made. (911 is for emergency use only; dial the Westminster Police Department at 303.658.4360 for non-emergency matters.) The Orchard security officer can remain in the store as an observer until the police arrive. Formal investigations are the responsibility of police and store personnel.

AEDs (Automatic External Defibrillators) are available onsite. Due to training restrictions, AEDs are securely stored in Orchard Security vehicles and in designated boxes located near the public restrooms in buildings B and K. Please contact the Security office if you need assistance accessing the AEDs.

## Tenant Provided Emergency Contact Information

The Orchard requires a listing of the manager and assistant manager cell phone numbers and email addresses for each Tenant. All changes of management personnel and/or phone numbers shall be provided to the Orchard Management. Please email [admin-co@vestar.com](mailto:admin-co@vestar.com) with updates to emergency contact details.

These numbers will be the points of contact for the Emergency One Call system employed by the Orchard Town Center.



# One Call System

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In the case of a Center-wide emergency or closure due to extreme weather conditions, threats, or other potentially dangerous situations, a text and phone call will be sent via our One-Call system. It is vitally important that store managers and owners maintain up to date emergency contact information with the Orchard management office. Please email [admin-co@vestar.com](mailto:admin-co@vestar.com) for a copy of the emergency contact form.

## Lost and Found

All items found unattended on the premises will be taken to the Security office where the item will be logged and stored. Items will be stored for 30 days. After 30 days, unclaimed items will be donated.

## Emergency Support

In the event of a life-threatening emergency, 911 immediately.

If you need urgent assistance from Orchard Security:

1. Call 303-450-8613
2. Be prepared to provide the following information:
  - Name
  - Store name and phone number
  - Type of incident
  - Brief explanation

## Accidents, Injuries, and Illnesses

Incidents occurring within the store's premises should be handled in accordance with the procedures established by the store. Incidents occurring within the Common Areas (including the Orchard service areas and parking areas) should be immediately reported to the Security Office. As a rule, do not attempt to move an injured person.

## Lost Persons

For lost persons inquiries or to report an unattended child, contact the Security immediately at 303.450.8613.

## Fire Protection and Precautions

Fire protection and precautions are a joint responsibility of Tenants and Landlord. General rules regarding fire protection and some precautions to follow are:

- Tenants will install and maintain any fire extinguishers, apparatus, and signs required by Local, State, and Federal regulations and/or the requirements of insurance underwriter.
- Each Tenant must have at least one fire extinguisher that is accessible, and on the premises at all times. It is to be tested and recharged annually.
- Sprinkler systems are required by NFP (National Fire Protection) 25 - 5.2.1 to be inspected annually. Alarm devices are to be inspected quarterly per 5.2.6. Please forward a copy of the test results to the management office.
- Tenants will comply with all recommendations of any public or private agency having authority over insurance rates with respect to the use or occupancy of the premises.
- Installation of displays and stocking of merchandise will be done in a manner that will allow at least 18" of clearance from the sprinkler heads, 3' from all electrical panels, and nothing stacked on top of the electrical transformer within the premises according to Fire Codes.
- Housekeeping will be performed in such a way as to promote maximum fire protection.
- Access doors may not be blocked or held open.

## In case of fire or smoke:

1. Call 911
2. Call Orchard Security at 303.450.8613
3. Direct all customers to immediately leave the premises as conditions allow
4. Taking the proper safety precautions, utilize all available firefighting equipment to extinguish the flames
5. Tenants should close doors before leaving, if possible, to prevent spread of smoke or fire

## Emergency Procedures

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### Active Shooter Policy

An active shooter is an individual actively engaged in an attempt to injure people in a confined area. Active shooter situations often last just 10 to 15 minutes, before law enforcement has time to arrive on the scene. It is important to be prepared. Always be aware of your environment and nearest exits.

How to respond in an active shooter situation:

1. Remove yourself from the area of danger; if you are inside your location and it is safe to do so, lock the door to the entrance.
2. Hide away from window.
3. Once you are safe, call 911.

If you are in an enclosed area during an active shooter situation, and it is not safe to escape, get into a room and secure the door. If you are in a walkway, and it is not safe to escape, get into a building and secure the door. When you have reached a safe location, call 911. Once in a safe hiding place, silence your cell phone and turn off any source of noise. Remain quiet and hide behind large items, if possible. Do not attempt to move wounded people.

## Bomb Threats

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A bomb threat is generally defined as a threat, usually verbal or written, to detonate an explosive or incendiary device to cause property damage, death, or injuries, whether or not such a device actually exists. Bomb threats received by telephone or mail should be immediately reported to Orchard Security. The Security Office and/or the Westminster Fire Department will issue instructions for the proper procedure to follow.

In the event your store receives a bomb threat by telephone, remain calm and attempt to obtain as much information from the caller as possible, such as:

1. Exact location of the bomb
2. Time set for detonation
3. Description of explosive or container
4. Type of explosive
5. Reason for call or threat

## Bomb Threats

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**The person receiving the call should also note such details as:**

1. Date and time of call
2. Exact language used
4. Estimated age of caller
5. Background noise such as vehicles, conversation, music, etc

Every effort should be made to keep the caller on the telephone as long as possible.

**If The Orchard Notifies You a Bomb Threat:**

- Follow the instructions of the authorities, the Orchard staff, and your store policies.
- Depending on the circumstances, a detailed search of the store may be requested.
- If any suspicious items are found, do not touch them. Notify the authorities and Orchard Security.
- Be ready to evacuate if necessary.

# Tornados

## Tornado Procedures

### Tornado Watch

Weather conditions are considered favorable for tornadoes to form in and near the watch area. These conditions are determined by the National Weather Service which transmits the watch information through weather radio, television, and radio. When a tornado watch has been issued for your area, you should monitor weather radio, local radio or television for additional watches or warnings.

Once Security has verified that tornado watch has been issued by the National Weather Service they will notify all parties at the Orchard Town Center. The notification will include the following information/instructions:

- Orchard Town Center is under a TORNADO WATCH.
- Expiration time of tornado watch
- Normal routine will not be interrupted unless a TORNADO WARNING is issued.
- If the weather radar is indicating a tornado warning for Adams County, proceed immediately to nearest designated tornado shelter. All service corridors can serve as tornado shelter.

### Tornado Warning

A tornado warning means that a tornado has been sighted by the public or local law enforcement; or that Doppler radar has indicated an area of rotation that could develop, or has developed, into a tornado.

All individuals at the Orchard Town Center will immediately proceed to the nearest safe area (i.e. between cement walls such as the service corridors) to take shelter.

Remain in the area until the tornado warning is over. There is no “all clear” signal given; this information will be provided by listening to weather alerts, or by contacting the security department at 720.926.5062.

# Appendix A-1 Trash Compactor/Recycle Locations



## Appendix A-2 Employee Parking Diagram



## Appendix-3 Mailbox Locations





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