

CUSTOMER SERVICE & AMENITIES

CUSTOMER SERVICE
Holyoke Mall's Customer Service is located in the Mall Management Office, Café Square level, Monday through Friday from 8:30am-5pm. You may reach Customer Service by calling 413-536-1440. We offer the following services to ensure you have a pleasant shopping experience:

- Lost and Found
- Mall Employment Opportunities
- Paging upon request
- Store Information
- Tourist Information
- Event Information
- Gift Cards - available for purchase Monday-Friday from 8:30am-4:30pm.

WHEELCHAIRS
For complimentary wheelchairs, please contact Security at 413-322-7746.

RESTROOMS
Blue Entrance next to Macy's (on both levels), Café Square near Sbarro and inside all Department Stores.

BABY CHANGING STATIONS
In all Holyoke Mall Restrooms and Department Stores. Mother's Room available inside Babies R Us.

ELEVATORS
Located in Center Court and near Blue Entrance south next to Macy's. Also available inside JCPenney, Sears and Macy's.

ESCALATORS
Located near JCPenney, Sears, Café Square and Macy's. Also available inside Macy's, Sears, and JCPenney.

POSTAL SERVICE
U.S. Postal Service, Lower Level near JCPenney: full service postal operation, stamps. Postal Hours: Mon-Sat: 10:30am-7pm; Sun: Noon-5pm.

MALL WALKERS
Join your friends and neighbors at Holyoke Mall for healthful walking at your own pace in climate controlled comfort. Walking from Macy's to JCPenney and back to Macy's (including the entrances) is three quarters of a mile! Doors open at 6am. You can increase your fitness in the company of your friends!

HOLYOKE MALL GIFT CARDS
Holyoke Mall Gift Card...A Mall of Possibilities! Gift Cards are available in a variety of prepaid amounts. Terms and conditions apply to Gift Cards. For use at US merchants that accept American Express® Cards except cruise lines, casinos, ATMs, and recurring billing. ©2003-2017 American Express Travel Related Services Company, Inc.

ELECTRONIC VEHICLE CHARGING STATION
An EV Charging Station is located near the ramp in the middle Blue Parking Deck.

Wi-Fi
Wi-Fi is available inside Ruby Tuesday, Macy's, Sephora, Starbucks and Uno Pizzeria & Grill.

STROLLERS
SmarteCarte Toddler Mall Racers located at Upper Level Blue Entrance across from Sears, Lower Level Blue Entrance near Macy's and Upper Level Green Entrance near Best Buy.

BANKS & ATM MACHINES

- **TD Bank & ATM** (Lower Level near Macy's)
Bank Hours:
Mon.-Wed. 9:30am-6pm,
Thurs.-Fri. 9:30am-8pm,
Sat. 9:30am-3pm,
Sun. 10:30am-4pm.
- **TD Bank ATM** (Lower Level near JCPenney)
- **Bank of America ATM** (Upper Level near Glass Elevator)
- **Paramount ATM** (Lower Level near Center Court)
- **PeoplesBank ATM** (Café Square)

BUS SERVICE
PVRTA and PETER PAN Bus Stop at Yellow Entrance, Upper Level near JCPenney.

SECURITY
The Security Office is located in Café Square. You may reach Security by calling 413-322-7746.

Parental Escort Policy - Holyoke Mall has implemented a Parental Escort Policy on Fridays & Saturdays between the hours of 4pm and close. Anyone under the age of 18 visiting Holyoke Mall must be accompanied by a parent or guardian 21 years of age or older during this time.

HOLYOKE MALL'S PROPERTY-WIDE TOBACCO FREE POLICY
Holyoke Mall's goal is to provide a safe and healthy shopping, dining and working environment for all of our guests, vendors and employees. In a continuing effort to enhance everyone's shopping experience smoking is now prohibited both inside and outside at Holyoke Mall effective May 31, 2012.



DIRECTIONS TO HOLYOKE MALL
Holyoke Mall is conveniently located from Exit 15 off I-91 and Exit 4 off the Massachusetts Turnpike (Route 90) at the Crossroads of New England.

MALL HOURS
Monday-Saturday: 10am-9:30pm
Sunday: 11am-6pm
Department stores, restaurants & holiday season hours may vary.

PARENTAL ESCORT PROGRAM
Holyoke Mall has implemented a Parental Escort Policy on Fridays & Saturdays between the hours of 4pm and close. Anyone under the age of 18 visiting Holyoke Mall must be accompanied by a parent or guardian 21 years of age or older during this time.

TOBACCO FREE POLICY
Holyoke Mall's goal is to provide a safe and healthy shopping, dining and working environment for all of our guests, vendors and employees. In a continuing effort to enhance everyone's shopping experience smoking is now prohibited both inside and outside at Holyoke Mall.



50 Holyoke Street | Holyoke, MA 01040
413.536.1440 | holyokemall.com

EAT. SHOP. PLAY.



DIRECTORY OF STORES

- MACY'S
- APPLE
- SEPHORA
- MICHAEL KORS
- FRANCESCA'S
- POTTERY BARN
- BILLY BEEZ
- FOREVER XXI
- YANKEE CANDLE COMPANY
- UNO PIZZERIA & GRILL
- AND MORE!



WELCOME TO HOLYOKE MALL

At Holyoke Mall you will find a dynamic mix of retail stores, services and restaurants to make your shopping experience a truly exceptional one!

VISIT OUR NEWEST RESTAURANTS & STORES!

TORRID
Upper Level between Sears and Macy's

BILLY BEEZ
Upper Level near Pottery Barn

WINDSOR
Upper Level near Target

CHARLEYS
PHILLY STEAKS
Café Square

A Touch of Beauty
NAILS & SPA
Upper Level near Macy's

Fuji JAPANESE STEAKHOUSE & SUSHI BAR
Lower Level near Sears

ZALES
THE DIAMOND STORE®
Lower Level near Forever 21

An Expanded
GBS Brows
Upper Level near Sears

francesca's
Upper Level near Target

BE THE FIRST TO KNOW!

HOLYOKE MALL MONTHLY E-NEWSLETTER

E-Newsletter subscribers will receive a monthly email from Holyoke Mall with information on new store openings, stores' sales, special promotions and in-store events as well as mall events. Sign up today at www.holyokemall.com. You may also sign up on our Facebook page at www.facebook.com/HolyokeMall.

Also...

HOLYOKE MALL IS NOW ON Instagram!

FOLLOW US! @holyokemall



STORE LISTINGS

DEPARTMENT STORES

Burlington Coat Factory	532-8089
JCPenney	536-3963
Macy's	538-7360
Sears	535-5200
Target	532-0240

FASHION

WOMEN'S APPAREL

115 Aerie	533-4708
105 Aeropostale	532-3445
102 Against All Odds	533-9385
107 American Eagle Outfitters	533-4936
208 Banana Republic	533-8223
202 Cacique	540-7978
115 Champs Sports	533-4256
203 Charlotte Russe	532-3770
111 Eblens	322-8970
215 Express	536-6808
116 Finish Line	532-2897
114 Forever XXI	275-1581
205 Francesca's	532-0893
104 GAP	538-7064
214 H&M	532-9292
102 Hollister Co.	539-6931
108 Hot Topic	535-1085
Lands End @ Sears	535-5200
Lane Bryant	540-7978
212 LOFT	540-0595
214 Michael Kors	275-1551
108 New York & Company	536-4157
218 Old Navy	535-5089
108 PacSun	532-3348
202 PINK by Victoria's Secret	533-3765
218 Torrid	533-1591
202 Victoria's Secret	533-3765
215 Windsor	561-0290
112 Zumiez	532-3692

MEN'S APPAREL

105 Aeropostale	532-3445
102 Against All Odds	533-9385
107 American Eagle Outfitters	533-4936
208 Banana Republic	533-8223
115 Champs Sports	533-4256
111 Eblens	322-8970
215 Express Men	536-6808
116 Finish Line	532-2897
114 Forever XXI	275-1581
104 GAP	538-7064
214 H&M	532-9292
102 Hollister Co.	539-6931
108 Hot Topic	535-1085
Lands End @ Sears	535-5200
218 Old Navy	535-5089
108 PacSun	532-3348
112 Zumiez	532-3692

MATERNITY

121 Babies R Us	315-2000
104 GAP Maternity	538-7064
JCPenney	536-3963
Macy's	538-7360
109 Motherhood Maternity	532-0153
218 Old Navy	535-5089
Sears	535-5200
Target	532-0240

CHILDREN'S APPAREL & SHOES

102 Against All Odds	533-9385
121 Babies R Us	315-2000
104 Baby GAP	538-7064
115 Champs Sports	533-4256
216 The Children's Place	533-2067
205 Crazy 8	534-2968
204 Footbeats	536-2768
114 Forever XXI	275-1581
104 GAP Kids	538-7064
214 H&M	532-9292
204 Journeys Kidz	534-0960
204 Kid's Footlocker	536-5220
218 Old Navy	535-5089

SHOES

102 Against All Odds	533-9385
212 Aldo	532-5073
208 Banana Republic	533-8223
115 Champs Sports	533-4256
219 DSW	552-0400
111 Eblens	322-8970
116 Finish Line	532-2897
107 Foot Locker featuring House of Hoops	536-7031
114 Forever XXI	275-1581
216 Journeys	534-7189
104 Merrell	532-8075
214 Michael Kors	275-1551
218 Payless Shoe Source	540-9296
112 Rack Room Shoes	536-0452
203 Shi by Journeys	532-0232
216 UGG @ Journeys	534-7189
112 Zumiez	532-3692

ACCESSORIES

103 Claire's	533-5874
Coach @ Macy's	538-7360
111 Eblens	322-8970
114 Forever XXI	536-0050
205 Francesca's	532-0893
120 Lids	552-0515
204 Lids	534-4202
214 Michael Kors	275-1551

JEWELRY

114 Belden Jewelers	552-3216
107 Hannoush Jewelers	536-7353
207 Kay Jewelers	536-4082
217 Pandora Jewelry	533-1533
107K Piercing Pagoda	533-5512
217 Shirin Jewelers	532-0662
103K Totally Pagoda	534-5476
113 Zales	420-6171

LIFESTYLE

HOME FURNISHINGS & DÉCOR

101 A. C. Moore	533-6804
110 Christmas Tree Shops	552-0086
104 Hobby Lobby	493-1444
213 Pottery Barn	536-9618
205 Sleep Number by Select Comfort	552-3690
105 White Barn	532-1980
121 Yankee Candle Co.	533-4600

ELECTRONICS & CELL PHONES

207 Apple	493-3878
216 AT&T Wireless	536-0611
209 Best Buy	533-4443
106 Best Buy Mobile	535-2070
111 FYE - For Your Entertainment	538-9373
217 GameStop	533-1766
111K Shatter & Case	273-4641
203 Sprint	213-6606
113 T-Mobile	539-6031
113 Verizon Wireless	539-9699

BOOKS, CARDS & GIFTS

110 Christmas Tree Shops	552-0086
205 Francesca's	532-0893
213 Pottery Barn	536-9618
204 Things Remembered	538-9619
105 White Barn	532-1980
121 Yankee Candle Co.	533-4600

MUSIC, VIDEO & PHOTOGRAPHY

209 Best Buy	533-4443
111 FYE - For Your Entertainment	538-9373
JCPenney Portrait Studio	533-3831

TOYS & HOBBIES

101 A. C. Moore	533-6804
121 Babies R Us	315-2000
216 Build-A-Bear Workshop®	533-8350
110 Christmas Tree Shops	552-0086
104 Hobby Lobby	493-1444
204 Spencer Gifts	536-1618

SPORTING GOODS & APPAREL

115 Champs Sports	533-4256
111 Eblens	322-8970
116 Finish Line	532-2897
107 Foot Locker featuring House of Hoops	536-7031
120 Lids	552-0515
204 Lids	534-4202
112 Zumiez	532-3692

BEAUTY & HEALTH

219 A Touch of Beauty Nails & Spa	332-8576
212 bareMinerals	532-0943
105 Bath & Body Works	532-1980
201 Beauty Plus Salon	532-9200
111 Eyebrow Threading Spa	534-3131
CVS Pharmacy inside Target	532-9568
217 GBS Brows	532-0600
109 GNC	534-3085
206 Sephora	536-7500
200 Today's Nails	493-6969
202 Victoria's Secret Beauty	533-3423

BANKS & ATM MACHINES

214K Bank of America ATM	
106K Paramount ATM	
CS-5K PeoplesBank ATM	
101 TD Bank & ATM	748-8000
110K TD Bank ATM	

SERVICES

219 A Touch of Beauty Nails & Spa	332-8576
201 Beauty Plus Salon	532-9200
111 Eyebrow Threading Spa	534-3131
217 GBS Brows	532-0600
111 Holyoke Mall Dental Health Center	538-7400
JCPenney Hair Salon	536-6218
My Stylist @ Macy's	552-1529
Sears Auto Center	532-0705
Smart Tailoring by Eddie	534-4890
CVS Pharmacy inside Target	532-9568
200 Today's Nails	493-6969
108 Unisex Hair Palace	535-3338
110 U.S. Postal Service	536-0230

EYEWEAR

JCPenney Optical	533-7115
115 LensCrafters	532-9279
Sears Optical	535-5285
207 Solstice Sunglass Boutique	534-6001
206 Sunglass Hut	532-2888
Target Optical	532-0848

DINING & ENTERTAINMENT

RESTAURANTS

103 Fuji Japanese Steakhouse & Sushi Bar	*
200 Ninety Nine Restaurant & Pub	532-9918
201 Ruby Tuesday	532-0409
109 Uno Pizzeria & Grill	534-3000

ENTERTAINMENT

Billy Beez	273-7900
216 Build-A-Bear Workshop	533-8350

FOOD COURT~CAFÉ SQUARE

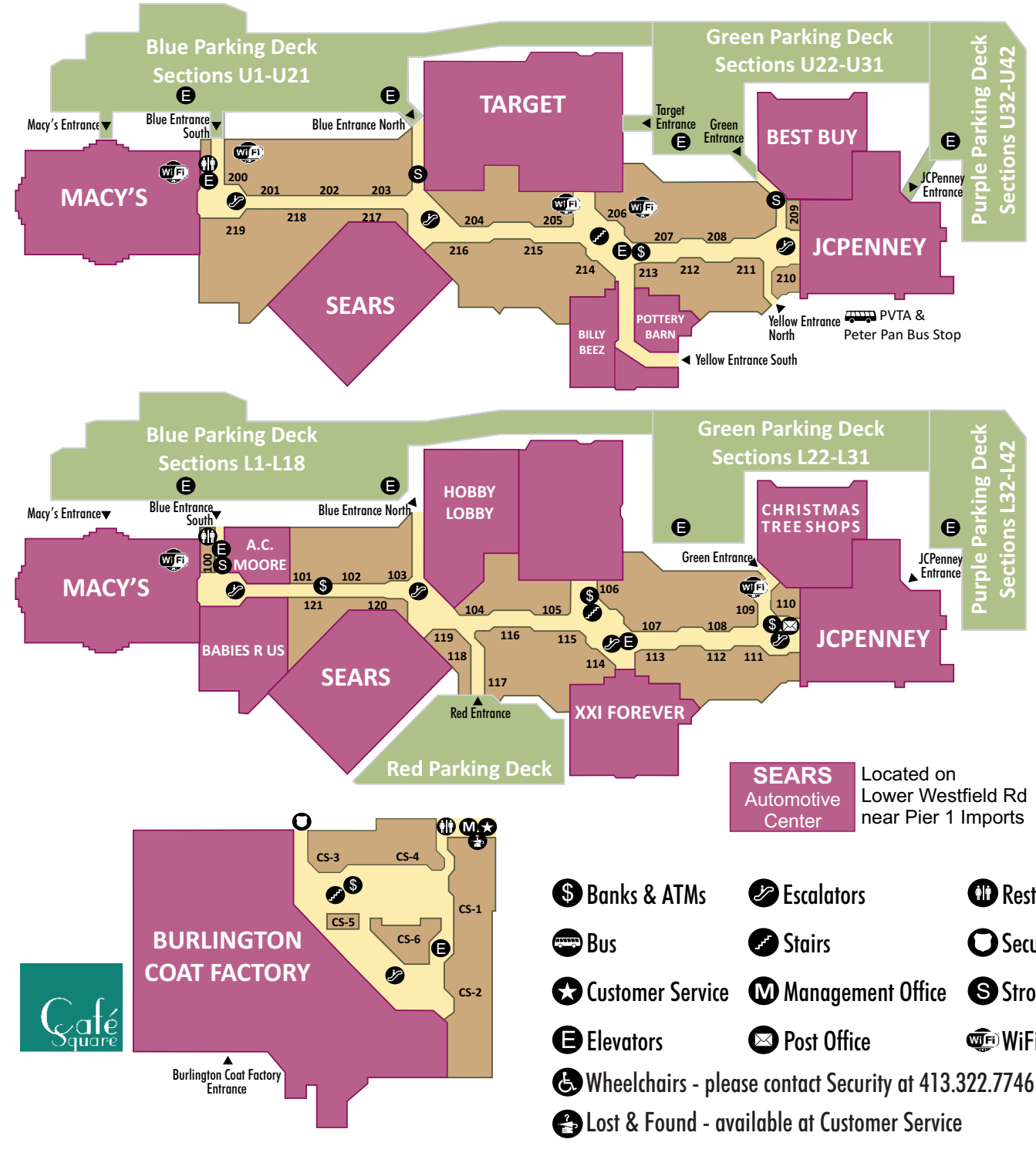
CS-4 Cajun Café & Grill	532-7412
CS-4 Charley's Philly Steaks	347-668-1179
CS-3 The Greek Place	536-8976
CS-1 Max Orient	533-4915
CS-2 McDonald's	532-4630
CS-4 Sbarro	536-7270
CS-1 Shoyu Japan	315-4858
CS-5 Smoothie Island	493-7770
CS-3 Subway	532-6262

SPECIALTY FOODS & EATERIES

119 Mrs. Field's Cookies	534-1454
210 Pretzel Maker	532-8401
200 Pretzel Maker II	533-2066
205 Starbucks	552-3130
204 Teavana	532-0623
209 Tutti Frutti	315-3040

IMPORTANT HOLYOKE MALL NUMBERS

Customer Service	536-1440
Security Department	322-7746
Management Office	536-1441



SEARS Automotive Center Located on Lower Westfield Rd near Pier 1 Imports

- Banks & ATMs
- Escalators
- Restrooms
- Bus
- Stairs
- Security
- Customer Service
- Management Office
- Strollers
- Elevators
- Post Office
- WiFi
- Wheelchairs - please contact Security at 413.322.7746
- Lost & Found - available at Customer Service

*Telephone number unavailable at time of printing.
Note: Store numbers with K denotes Kiosk. All area codes are 413 unless otherwise noted.