

## 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
- Paging upon request
- Store Information
- Tourist Information
- Event Information

### 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.

### 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!

### 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 at various stores throughout the mall.

### STROLLERS

SmarteCarte Toddler Mall Racers located at Upper Level Blue Entrance across from Sears, Lower Level Blue Entrance near Macy's and Upper Level Yellow Entrance near Pottery Barn.

### BANKS & ATM MACHINES

- **TD Bank & ATM** (Lower Level near Macy's)

Bank Hours:

Mon.-Thurs. 9:30am-5:30pm,  
Fri. 9:30am-7:00pm,  
Sat. 9:30am-2:00pm,  
Sun. 11:00am-3:00pm

- **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

PVTA 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.

EAT



SHOP

PLAY



## DIRECTORY OF STORES

MACY'S  
APPLE  
SEPHORA  
MICHAEL KORS  
FRANCESCA'S  
POTTERY BARN  
BILLY BEEZ  
FOREVER XXI  
UNO PIZZERIA & GRILL  
SUMO JAPANESE STEAKHOUSE  
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!

An All New  
**FOREVER 21**  
Upper Level near JCPenney

An All New  
**Lids**

Lower Level near Sears

**UNITED**  
TRACTOR TRAILER SCHOOL, INC.

Lower Level in Café Square

*A Touch of Beauty*  
**HAIR & NAIL SPA**  
Lower Level near JCPenney

**CANDLE  
POWER**

by  
YANKEE CANDLE  
Lower Level near Macy's

*110 Grill*  
Upper Level near JCPenney

*Gift-ology*  
Perfecting gift giving  
Lower Level in Center Court

## 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](http://www.holyokemall.com). You may also sign up on our Facebook page at [www.facebook.com/HolyokeMall](http://www.facebook.com/HolyokeMall).

Also...

FOLLOW US ON

Instagram: [@holyokemall](https://www.instagram.com/holyokemall)



50 Holyoke Street | Holyoke, MA 01040  
413.536.1440 | [holyokemall.com](http://holyokemall.com)

# STORE LISTINGS

## DEPARTMENT STORES

Burlington	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
208	Forever 21	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
202	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
208	Forever 21	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

104	GAP Maternity	538-7064
	JCPenney	536-3963
	Macy's	538-7360
109	Motherhood Maternity	561-7140
218	Old Navy	535-5089
	Sears	535-5200
	Target	532-0240

### CHILDREN'S APPAREL & SHOES

102	Against All Odds	533-9385
104	Baby GAP	538-7064
115	Champs Sports	533-4256
216	The Children's Place	533-2067
219	DSW	552-0400
204	Footbeats	536-2768
208	Forever 21	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
208	Forever 21	275-1581
216	Journeys	534-7189
214	Michael Kors	275-1551
218	Payless Shoe Source	540-9296
112	Rack Room Shoes	536-0452
216	UGG @ Journeys	534-7189
112	Zumiez	532-3692

### ACCESSORIES

103	Claire's	533-5874
	Coach @ Macy's	538-7360
111	Eblens	322-8970
208	Forever 21	536-0050
205	Francesca's	532-0893
106	Gift-ology	650-0357
120	Lids	552-0515
214	Michael Kors	275-1551

### JEWELRY

106	Gift-ology	650-0357
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
204	Things Remembered	538-9619
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
106	Gift-ology	650-0357
104	Hobby Lobby	493-1444
213	Pottery Barn	536-9618
205	Sleep Number by Select Comfort	552-3690
105	White Barn	532-1980
121	Candle Power by Yankee Candle	533-4600

### ELECTRONICS & CELL PHONES

207	Apple	493-3878
216	AT&T Wireless	536-0611
209	Best Buy	533-4443
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
106	Gift-ology	650-0357
213	Pottery Barn	536-9618
204	Things Remembered	538-9619
105	White Barn	532-1980
121	Candle Power by Yankee Candle	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
216	Build-A-Bear Workshop®	533-8350
110	Christmas Tree Shops	552-0086
104	Hobby Lobby	493-1444
204	Spencer Gifts	800-762-0419

### 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
112	Zumiez	532-3692

### BEAUTY & HEALTH

219	A Touch of Beauty Nails & Spa	332-8576
111	A Touch of Beauty Hair & Nail Spa *	
212	bareMinerals	532-0943
105	Bath & Body Works	532-1980
201	Beauty Plus Salon	532-9200
	CVS Pharmacy inside Target	532-9568
	Eyebrow Threading Spa	534-3131
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

111	A Touch of Beauty Hair & Nail Spa *	
219	A Touch of Beauty Nails & Spa	332-8576
201	Beauty Plus Salon	532-9200
	CVS Pharmacy inside Target	532-9568
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
209	Tailoring by Ha	534-4890
204	Things Remembered	538-9619
200	Today's Nails	493-6969
108	Unisex Hair Palace	535-3338
CS-1	United Tractor Trailer Driving School *	
110	U.S. Postal Service	536-0230

### EYEWEAR

JCPenney Optical	533-7115	
115	LensCrafters	532-9279
	Sears Optical	535-5285
206	Sunglass Hut	532-2888

## DINING & ENTERTAINMENT

### RESTAURANTS

211	110 Grill	*
200	Ninety Nine Restaurant & Pub	532-9918
201	Ruby Tuesday	532-0409
103	Sumo Japanese Steakhouse & Sushi Bar	322-9887
109	Uno Pizzeria & Grill	534-3000

### ENTERTAINMENT

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

### FOOD COURT~CAFÉ SQUARE

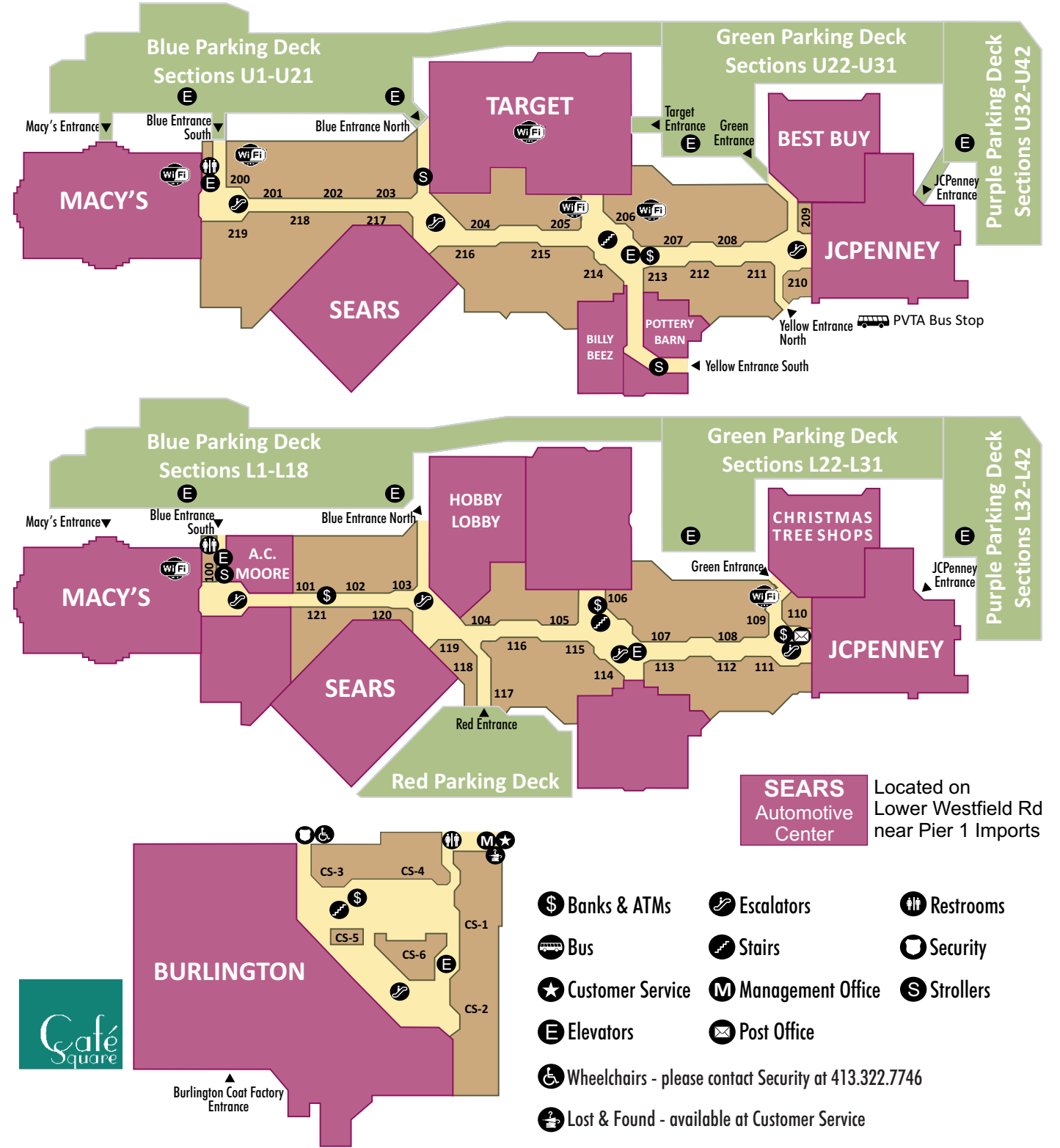
CS-4	Cajun Café & Grill	532-7412
CS-4	Charley's Philly Steaks	347-668-1179
CS-3	The Greek Place	536-8976
CS-1	Max Orient	533-4915
CS-2	McDonald's	532-4630
CS-4	Sbarro	536-7270
CS-1	Shoyu Japan	315-4858
CS-5	Smoothie Island	493-7770
CS-3	Subway	532-6262

### 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
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
- M Management Office
- S Strollers
- E Elevators
- Post Office

- ♿ Wheelchairs - please contact Security at 413.322.7746
- 🔍 Lost & Found - available at Customer Service
- 📶 WiFi - available at various stores throughout the mall

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