

**cubicle** centre



# Shopping Centre & Retail Washroom Guide

Local Shops | Shopping Centres | Retail Establishments

[www.washroomcubicles.co.uk](http://www.washroomcubicles.co.uk)

# A Washroom Guide for your Shop

This guide has been created by Cubicle Centre to provide you with the best information for your shop and shopping centre washrooms.

Common questions are answered, such as:

- [How many toilet cubicles should you provide?](#)
- [What is the correct size for the toilet cubicles?](#)
- [What do you need to consider when planning a refurbishment?](#)

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## Introduction

Being a shop owner or planning a shop refurbishment provides many challenges. The retail space needs to be carefully considered to maximise sales and offer a pleasant shopping experience for your customers. So what about the washroom facilities for the customers and your staff?

### About this guide

This guide gathers the best information to help shops provide excellent facilities for their customers and staff. Whether you are planning a new build or refurbishing existing space, your questions will be answered in this guide.

- [How many toilets should you supply for your customers?](#)
- [What are the considerations when planning new facilities?](#)
- [What are the standard cubicle sizes and layouts?](#)

### Who is this guide for?

This guide is for shop owners, shopping centre managers and anyone involved in the planning process of a shop build or refurbishment in the UK.

# What facilities do you need to provide for customers?

## Small Shops

Your shop will be classed as small if it has a retail area less than 1000m<sup>2</sup> and is not located in a shopping centre.

Small shops do not have to provide washroom facilities for customers.

Small shops must provide washroom facilities for their staff. [See the table on page 5 "How many toilets do you need to provide for your staff?"](#).

If a customer asks to use the staff washroom, it is up to the stores policy and discession if this is allowed.

If the retail area of a shop is not known at the design stage, it should be assumed to be 80% of the gross floor area.

## Facilities in small shops

If your shop has a retail space less than 1000m<sup>2</sup>, you do not have to provide washrooms for your customers.

But must provide facilities for your staff. [\(See page 5\)](#)

## Large Shops

Your shop will be classed as large if it has a retail area more than 1000m<sup>2</sup>.

Large shops must provide separate washrooms for customers [\(see below\)](#) and staff [\(page 5\)](#).

Toilets for customers should include nappy changing facilities where necessary.

The number of male/female customers in shops and shopping centres should be calculated at 35% male and 65% female (unless other information is available).

## Shopping Centres (Malls)

If your shop is located in a shopping mall and over 1000m<sup>2</sup> you are not required to have separate facilities for the customers.

To calculate population density of a shopping centre and most shops the calculation is 1 customer per 2m<sup>2</sup>.

Toilets should be situated on the entrance floors in shops and shopping malls, and in multi-storey buildings, on alternate floors. Shoppers should not have to walk more than 150m to toilets measured from shop entrances.

## Customers in large shops and shopping centres

Appliance	For Male Customers	For Female Customers
WC	1 per 500 males; plus 1 per every additional 1,000 males or part thereof Where urinals are not used, WC numbers to be half of those used for females	1 per 100 females up to 500, plus 1 per every additional 200 females or part thereof
Urinal	2 for up to 500 males, plus 1 for every additional 500 males, plus 1 for every additional 500 males or part thereof	N/A
Washbasin	1 per WC, plus 1 per 5 urinals or part thereof	1, plus 1 per 2 WCs or part thereof

The information in this table was taken from the document *British Standards 6465-1:2006+A1:2009 6.5*

# How many toilets do you need to provide for your staff?

Minimum scale of provision of sanitary appliances for staff toilets in offices, shops, factories and other non-domestic premises used as place of work.

Alternative scale of provision of sanitary appliances for use by male staff only.

## Where both men and women are working

No. of people at work	Toilets	Washbasins
1 - 5	1	1
6 - 15	2	2
16 - 30	3	3
31 - 45	4	4
46 - 60	5	5
61 - 75	6	6
76 - 90	7	7
91 - 100	8	8

Above 100 - 8, plus 1 WC and washbasin for every unit or fraction of a unit of 25 persons

### Additional Notes

“Number of people at work” refers to the maximum number of workers likely to be in the workplace at any one time.

If separate toilets are provided for a group of workers (eg men, women, office workers or manual workers), a separate calculation should be made for each group.

More facilities may be necessary if, for example, breaks are taken at set times or workers finish work together and need to wash before leaving.

## Where just men are working

No. of men at work	Toilets	Urinals	Washbasins
1 - 15	1	1	1
16 - 30	2	1	2
31 - 45	2	2	2
46 - 60	3	2	3
61 - 75	3	3	3
76 - 90	4	3	4
91 - 100	4	4	4

Above 100 - 4, plus 1 WC urinal and washbasin for every unit or fraction of a unit of 50 males

### Additional Notes

A urinal may either be an individual urinal or a section of urinal space which is at least 600mm long.

For dirty work which results in the heavy soiling of the face, hands and forearms, the number of washbasins should be increased to one for every 10 people at work (or fraction of 10) up to 50 people, and one extra for every additional 20 people (or fraction of 20).

The information in these tables was taken from the document *British Standards 6465-1:2006+A1:2009 6.4.1*

# Washroom planning considerations

When planning a washroom for your shop or shopping centre there are some important aspects to consider.



## Layout

Facilities should be located so they are convenient. Separate washrooms should be provided for men and women.

Toilets should be situated on the entrance floors in shops and shopping malls, and in multi-storey buildings, on alternate floors. Shoppers should not have to walk more than 150m to toilets measured from shop entrances.



## Durability

Compact Grade Laminate (CGL) cubicle panels are recommended. These are tough enough to withstand continual use without breaking.

Cubicle locks, legs and hinges should all be sturdy. This will reduce “out-of-order” time and expensive replacements.

[View our panel test video.](#)



## Hygiene

Regular cleaning of the washrooms is important due to continual use. Supply hand washing facilities and hand drying towels or air dryers.

The cubicle panels and legs should be durable enough to withstand constant cleaning with detergents.

[Recommended product on page 8.](#)



## Appearance

A well presented and clean washroom will give a good impression to staff and any customers.

Colourful cubicles, clean sanitary ware, a well ventilated and well lit space, all help create a positive workplace.

[Sanitary ware products on page 14.](#)

# Washroom facility considerations

You have to provide adequate toilet and washing facilities for your customers and employees.  
'Adequate' means you have to provide:



## The right amount of toilets

For those expected to use them. People should not have to queue for long periods to go to the toilet.



## Hot and cold running water

All the taps should provide hot and cold running water, ideally from a mixer tap.



## The right amount of washbasins

The basins should be large enough to wash hands and forearms if necessary.



## Well lit facilities

Facilities that are well lit and properly ventilated.



## Separate facilities for men and women

Where possible. Failing that, rooms with lockable doors.



## Hand washing and drying facilities

Enough soap or other washing agents. A means for drying hands, eg paper towels or a hot air dryer.



## Clean facilities

To help achieve this walls and floors should preferably be tiled (or covered in suitable waterproof panels) to make them easier to clean.



## Provide showers (if necessary)

Showers should be provided where necessary, eg for particularly dirty work.



## Supply of toilet paper

A supply of toilet paper and, for female employees, a means of disposing of sanitary dressings.



## Accessible washroom with grab rails

You must always consider the needs of those with disabilities.

For more information view the document  
[Health and Safety Executive - Workplace \(Health, Safety and Welfare\) Regulations 1992](#)

# Recommended product range for shopping centre washrooms

## Cairngorm® Anti-Vandal Cubicles

*Cairngorm* is made-to-measure to optimise the space you have available. The durability of this range means it can be thoroughly cleaned regularly without any deterioration to the fittings or panels.



### Why are these cubicles great for your staff?

- ✓ Kick-proof panels – sold for over 10 years
- ✓ Anti-vandal fittings to keep your washrooms in working order
- ✓ Resistant to most detergents for easy cleaning and hygiene
- ✓ Anti-rust fittings and waterproof panels to prevent mildew and bacteria growth
- ✓ Disabled friendly door latches

We know it can be frustrating to have cubicles that are out-of-order. That's why these panels are so strong and sturdy that even a sledgehammer can't break them. We call them vandal-proof.

These cubicles are manufactured to order so you can adjust dimensions to suit your space. Nationwide dispatch is usually within 10 to 15 working days.

I'D LIKE A QUOTE

# Recommended product for private customer washrooms

## Privacy™ Full Height Toilet Cubicles

Durability combined with a functional, clean design make this full height WC cubicle system a winning formula for modern commercial washrooms. Panels are secured with full length aluminium wall and floor channels and no fixings are visible from the the exterior of the cubicles.

### Why these cubicles are perfect for your Workplace?

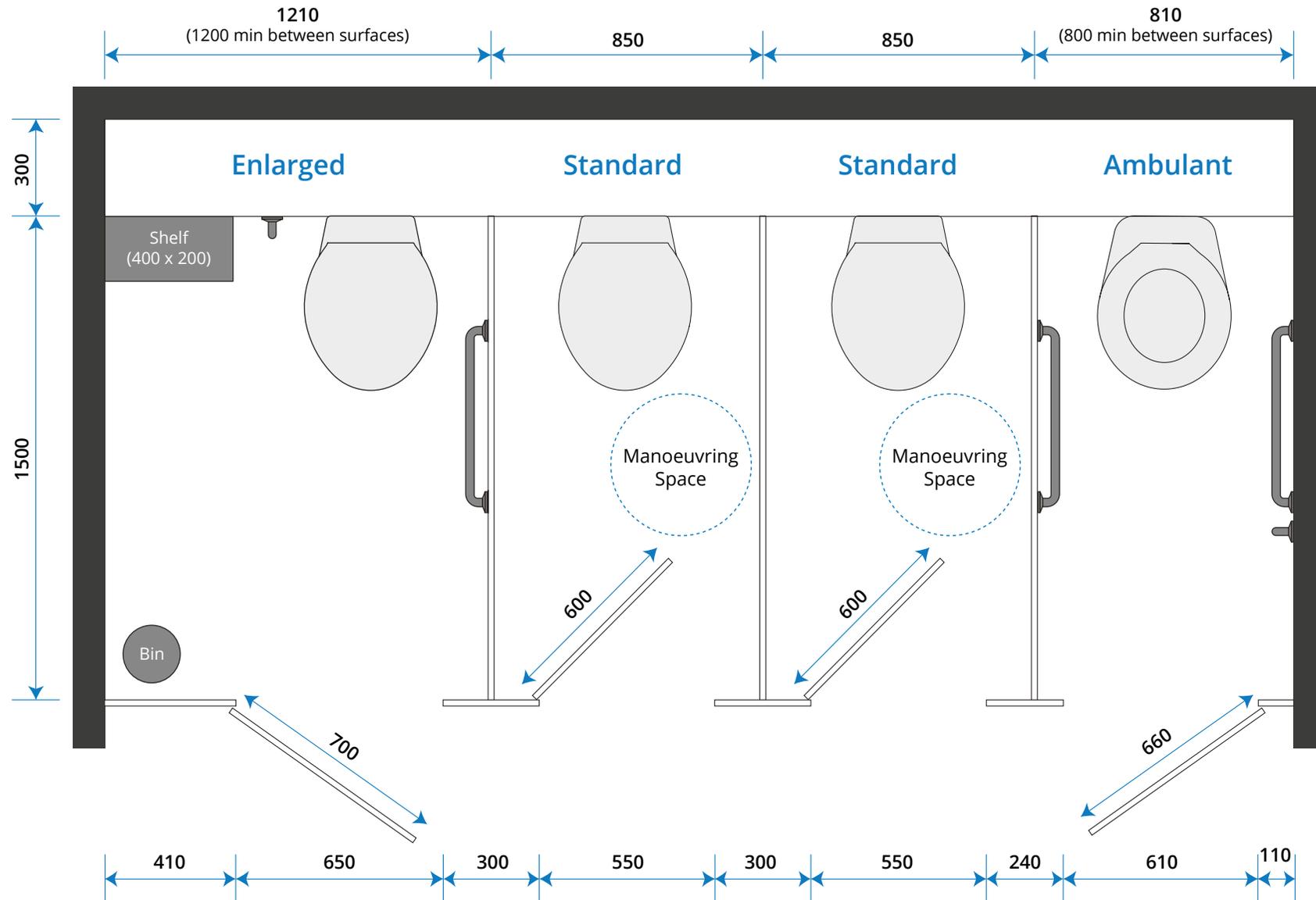
- ✓ Full height system for complete user privacy
- ✓ Kick-proof panels – sold for over 10 years
- ✓ Anti-vandal fittings to keep your washrooms in working order
- ✓ Resistant to most detergents for easy cleaning and hygiene – you can even wash off graffiti
- ✓ Anti-rust fittings and waterproof panels to prevent mildew and bacteria growth



I'D LIKE A QUOTE

These cubicles are manufactured to order so you can adjust dimensions to suit your space. Nationwide despatch is usually within 15 to 20 working days.

# Toilet cubicle sizes - Universal access guidelines



# Toilet cubicle sizes - Explained



## Enlarged WC Cubicles:

Where there are 4 or more cubicles in a washroom, one of these must be an enlarged cubicle.

Enlarged cubicles must be a minimum width of 1200mm and include an outward opening door.

A horizontal and vertical grab rail set is required around the WC.

## Standard Toilet Cubicles:

All standard cubicles must now have a minimum of 450mm diameter manoeuvring space within the cubicle.

Indicator-bolts must be capable of being operated with a closed fist (single action) - and doors must allow for emergency access should the user collapse and become trapped in the cubicle.

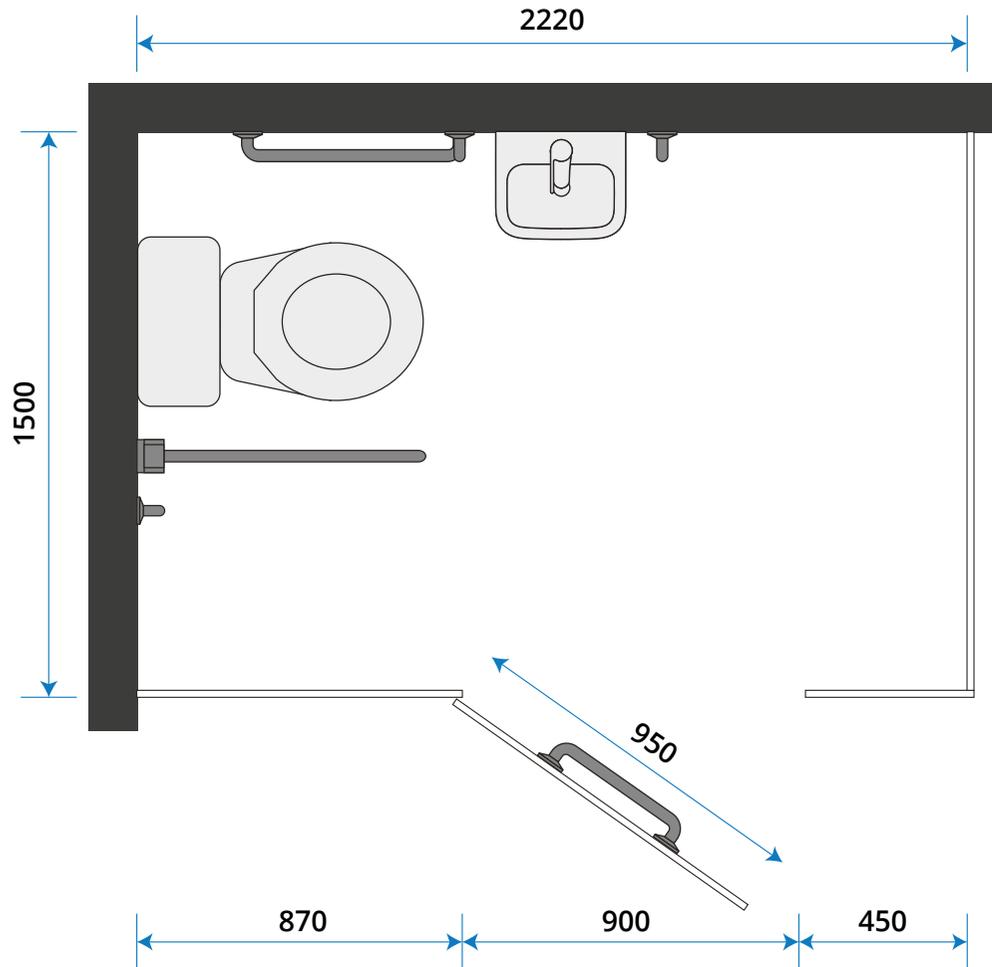
## Ambulant Disabled Cubicles:

Every same-sex washroom must have at least one wc cubicle that is suitable for the ambulant disabled.

If there is only one cubicle in the washroom this must be suitable for an ambulant disabled person.

The ambulant disabled cubicle must include an outward opening door.

# Toilet cubicle sizes - Wheelchair accessible cubicles



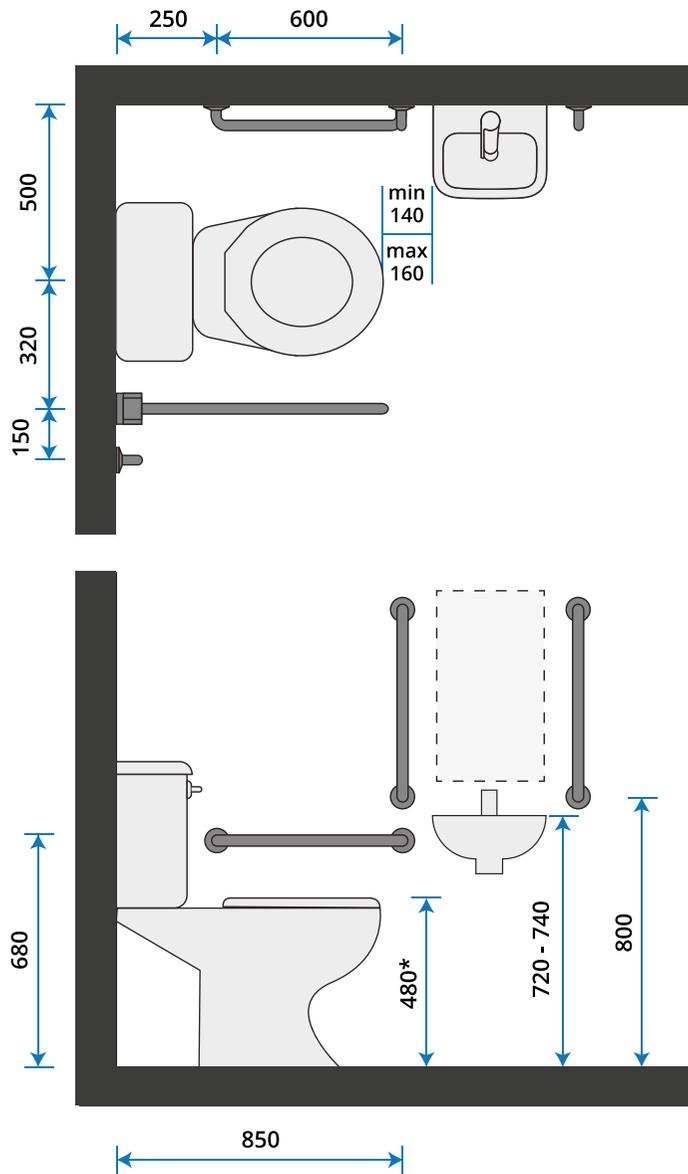
## Wheelchair Accessible Cubicles:

The wheelchair accessible layout has been modified to accommodate an overall toilet cubicle length of 2220mm (previously 2000mm).

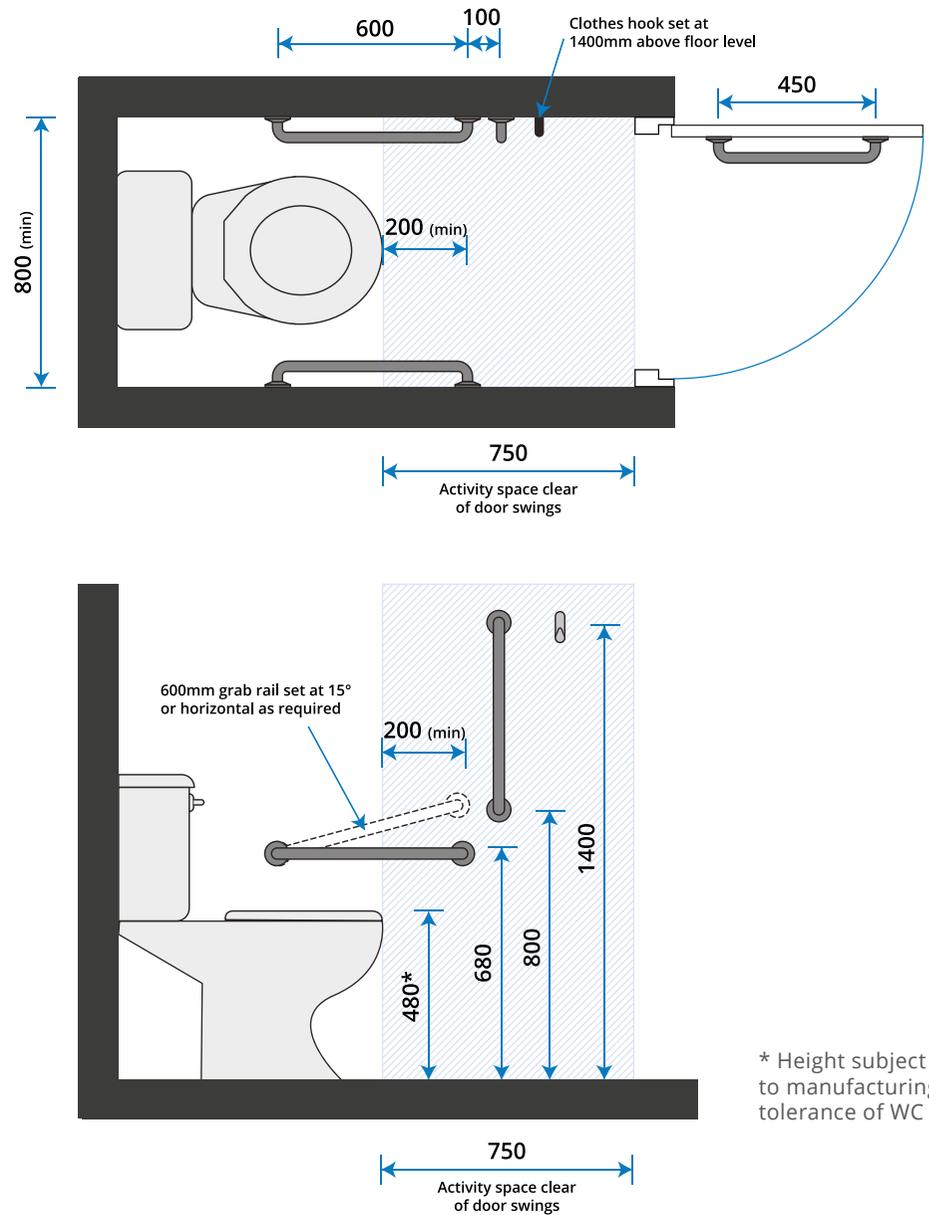
The door opening needs to be 900mm with a 950mm (wide) outward opening door.

# Approved Document M

## Wheelchair Accessible Toilet



## Ambulant Disabled Cubicles



\* Height subject to manufacturing tolerance of WC pan

Buy Doc M Packs Online

# Sanitary ware for your workplace



## Toilet Pans

A range of toilet pans are available in either back-to-wall or close coupled. Various pan heights also include junior, infant and low-level sizes.

[BUY ONLINE](#)



## Hand Dryers

A full range of air hand dryers and disposable towel dispensers to fit any budget are available.

[BUY ONLINE](#)



## Urinals

A full range of ceramic urinal bowls are available including waterless urinals and infrared flush urinals. This will keep them clean during the day.

[BUY ONLINE](#)



## Washroom Accessories

All the accessories you will need for your facilities. Hooks, soap dispensers, hand dryers and toilet roll holders.

[BUY ONLINE](#)



## Vanity Wash Basins Packs

Supplied with your choice of INSET or SEMI-RECESSED type wash basins and also includes Taps, Basin Waste, and Bottle Trap.

[BUY ONLINE](#)



## Doc M Packs

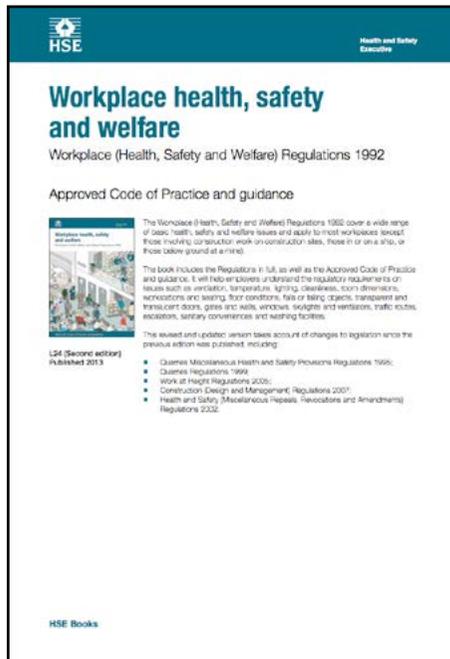
In commercial washrooms, at least one WC cubicle in a range of separate sex WC's should be provided for use by the ambulant disabled.

[BUY ONLINE](#)

[plumbware.co.uk](http://plumbware.co.uk)

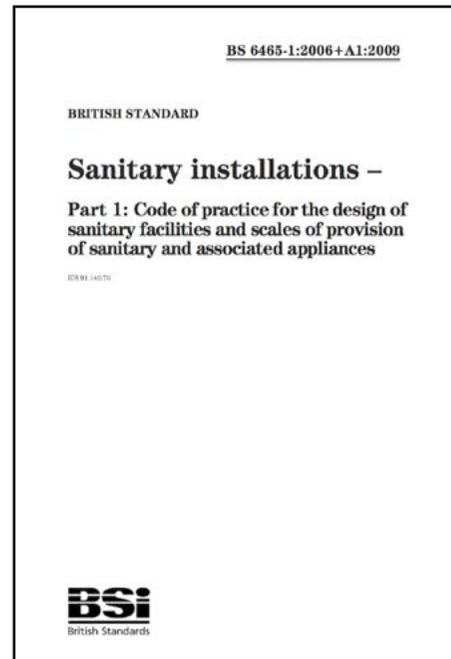
# Source of information

Health and Safety  
Executive - Workplace  
(Health, Safety and  
Welfare) Regulations 1992



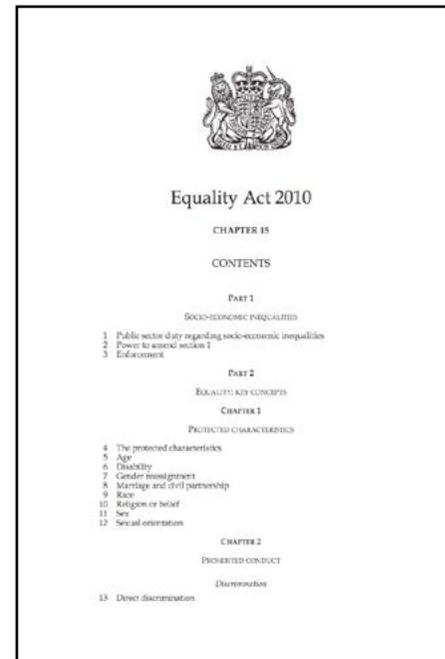
[Click here to view document](#)

British Standard  
6465-1:2006+A1:2009:  
Sanitary Installations



[Click here to view where this document can be purchased](#)

Equality Act 2010



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Access to and use of  
buildings- Approved  
document M



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