

Regional title: New Look unveils refurbished Cribbs Causeway store with weekend celebrations

Trade/national title: New Look continues investment in stores and customer experience with Bristol refurbishment

- Refreshed 9,044 sq ft Cribbs Causeway store will reopen on 23 October, offering customers an enhanced shopping experience and the latest New Look collections
- Store will feature New Look's first 915 concept with its own dedicated entrance, creating a space for younger customers to explore fashion and discover their personal style
- Reopening marks the latest milestone in New Look's ongoing programme of store investment, following recent refurbishments and openings across the UK

23 October 2026: New Look, one of the UK's leading fashion brands, is reopening its newly refurbished store at Cribbs Causeway in Bristol today, unveiling an improved shopping environment, dedicated spaces for its latest collections and a weekend of celebrations for customers.

To mark the reopening, New Look will be treating shoppers to special surprises, including goody bags for the first 100 customers who make a purchase, prizes hidden throughout the store and complimentary coffee across the weekend.

The refurbished store will showcase New Look's latest womenswear, footwear and accessories collections, with an updated layout to make it easier for customers to browse and discover new styles.

For the first time, the store will also feature a dedicated 915 space with its own branded entrance from the shopping centre. Designed to give younger customers a place to explore the latest trends and discover their personal style, the new area offers a more independent shopping experience while remaining connected to the main New Look store.

The refreshed store spans over 9,000 sq ft and includes a returns kiosk, part of a wider rollout across New Look's store estate designed to make online returns and exchanges quicker and more convenient for customers.

The refurbishment forms part of New Look's continued investment in its bricks-and-mortar estate and wider omnichannel strategy. It builds on recent openings and upgrades across the UK, including at Lakeside, Milton Keynes and Stoke-on-Trent, as well as the opening of its largest-ever concept store at Metrocentre this summer.

Alongside its store programme, New Look continues to grow its loyalty programme, Club New Look, which has surpassed one million members, while strengthening its digital capabilities through a £30 million investment. Together, these initiatives are helping New Look create a more personalised, seamless and connected shopping experience for customers across its physical and digital channels.

Mark Matthews, Chief Retail and Digital Officer at New Look, said: "We're delighted to reopen our Cribbs Causeway store and welcome customers back to a refreshed space that showcases the best of New Look.

"As we continue to invest in our stores, we're focused on creating shopping environments that reflect how our customers want to shop. At Cribbs Causeway, that includes introducing our first 915 space with its own entrance, giving younger shoppers a dedicated place to explore fashion and develop their own sense of style.

"We're proud of the changes we've made, and hope customers enjoy discovering everything the refreshed store has to offer."

Iain Minto, Senior Director, Asset Management at Sovereign Centros by CBRE, said: "New Look's impressive store refit is another example of an established UK retailer investing in its Cribbs space as we become a hub for brands to test new concepts and product ranges.

"New Look's store will act as a showroom with shoppers of all ages from across the West Country, West Midlands, South West, and South Wales travelling to explore their latest styles and trends."

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About New Look

New Look is a leading fashion retailer operating in the clothing and footwear market in the UK, with a strong online presence. New Look offers products, and a shopping experience based on excitement, value and newness. The New Look brand is distinct and trusted in the UK, catering to a broad customer audience.

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