

Sensory Shopping

My visit to...

Grays

Shopping Centre

A detailed accessibility guide



Welcome to Grays Shopping Centre

Grays Shopping Centre understands that for some people with autism spectrum conditions, sensory or additional needs a visit to a busy shopping centre can be a daunting experience.

At Grays Shopping Centre we want to give all our customers the best possible customer experience. This is why we have developed this guide, which aims to support individuals with autism spectrum conditions, sensory and additional needs and their parents/carers, during their visit to the Centre.

The guide will support you from the early stages of planning a visit, arriving at the Centre, information about our amenities and services to what to do in an emergency. We aim to ensure that you have a pleasant and fun visit in which you feel safe and supported.

Throughout your visit there are friendly trained staff on hand should you require assistance and of course any further information should you need it can be accessed from our Help Desk or online at: www.graysshoppingcentre.co.uk

We welcome any feedback about this pack and feedback forms can be found on page 10.

Thank you and take care.

Kris Weeks
Centre Manager

Grays Shopping Centre

Address: Crown Rd, Grays RM17 6QE

Telephone: 01375 378794

Website: www.graysshoppingcentre.co.uk/

Guides

This detailed guide to Grays Shopping Centre has been produced with the purpose of informing those individuals with autism and their parents/carers about the Centre and to help them have an enjoyable visit.

In addition, we have created an easy read visual guide to Grays Shopping Centre specifically for individuals with autism spectrum conditions (ASC). If you, or the person you are visiting Grays Shopping Centre with, has ASC you may want to download that guide instead. The guide includes an easy read map of Grays.

Visiting times

We have identified Grays quietest and busiest times so you can pick the best time for your visit.

We are open 7 days a week. We have our special Sensory shopping day on a Tuesday.

Opening times:

Monday: 6.30am - 6.00pm
Tuesday: 6.30am - 6.00pm
Wednesday: 6.30am - 6.00pm
Thursday: 6.30am - 6.00pm
Friday: 6.30am - 6.00pm
Saturday: 6.30am - 6.00pm
Sunday: 10.00am - 4.00pm

Quietest times*:

Monday - Sunday
2.00pm - 4:00pm

Busiest times:

Monday - Sunday
10.00am - 2:00pm

Welcome Wednesday:

Last Wednesday of each month **3pm – 4pm**
Extra staff on hand in purple hi-vis vests
All music is turned off, Toy rides turned off
Hand dryers turned off. Free wristbands are accessible – just ask member of staff.

Planning your visit

Grays is a large shopping centre with lots of shops and things to do. To make sure you have an enjoyable time you may want to plan your visit before you arrive.

- There is more information about what you can do at the Centre in this booklet.
- There is a list of our stores and restaurants on our website:
<http://www.graysshoppingcentre.co.uk/directory>

At the Centre



You can get to Grays Shopping Centre in the car.

Our multi-storey car park has different coloured levels.

- Level 1 & 1A -Blue
- Level 2 & 2A - Red
- Level 3 - Green for disabled use and parents with small children – the spaces are wider

Toilets



Grays Shopping Centre has toilets, a baby changing room, and disabled toilets.

- Baby change unit is always open/ unlocked and can also be used for a “time-out” place if needed.
- Disabled Toiler is always locked but can be accessed via a radar key or alternatively you can ask a member of staff. Can Also be used for a “time-out” place if needed.

What can I do at Grays Shopping Centre?

Shopping is one of the main activities at Grays Shopping Centre. Here are our biggest shops and attractions:

To help you, or the person you are with, navigate around the shops here are some pictures of four of our largest stores and attractions in the centre, that you can use as signposts.



Post office: found along the south mall



Wilko: For all your household / DIY / Pets / Toiletries / Seasonal and much more!



Iceland: Excellent value Food Shopping.



QD: For all your household, stationery/ garden / Pets / DIY / and much more!

Floor Plan



Home & Garden

BETTER CHOICE
POUNDWORLD
POUNDLAND
QD
WILKO
HOME STORES

Food & Drink

BREAK BAR
BURGER KING
CENTRE CAFÉ
COSTA COFFEE
FARM FOODS
1. FRUIT & VEG
GRAYS CASH & CARRY
ICELAND
2. SNACK SHACK
WIMPY
TASTY AFRICAN

Fashion & Beauty

BODYFASHION
EXIT SHOES
6. FALKO JEWELLERS
FRAGRANCE SHOP
KOOKROOM
OMG
7. LAYNA ALAYNA BOUTIQUE
3. LILY NAILS
PEACOCKS
PEP & CO
SAVERS
SELECT
SHOE ZONE
STYLE & BEAUTY
WARREN JAMES

Services

A & I COMPUTERS
A1 SHOES
4. EGO UNISEX HAIR SALON
KENNEDY RATH
MAX SPIELLMAN
POST OFFICE
SPECSAVERS
THE BARBER'S

Lifestyle

ALBEMARLE & BOND
ALL THINGS MOBILE
BABY BASICS
BETFRED
BRITISH HEART FOUNDATION
CARD FACTORY
CEX LTD
E-CIG WIZARD
FASHION TIPS
GS WORKWEAR
HOLLAND & BARRETT
5. MOBILE PARADISE
SPORTS DIRECT
SUPREME CARPETS
THURROCK MIND



FACEBOOK.COM/GRAYSSHOPPINGCENTRE
WWW.GRAYSSHOPPINGCENTRE.CO.UK

Eating Out

You can eat at Grays Shopping Centre; we have identified a number of quieter eateries and places that you can also sit to eat packed lunches.



Grays Shopping Centre's Break Bar:
Centre Square



WIMPY: Tasty meals at your table



Grays Snack Shack: Cosy cafe, North Mall



COSTA: Sells coffee, sandwiches and muffins. West Mall

Other places to eat:

We have benches situated around the centre for you to relax and enjoy your surroundings, or just to rest for 5 minutes



Who might you see at Grays?



Photo Booth



Phone Charger



Kids Club activities



Gary the Grays Gorilla

How will I be supported?



Management suite security office:
located at Service Area C

Autism Awareness band

Sometimes it can be hard to ask for help, we have therefore created our own Autism Awareness bands. These can be picked up from our management suite security office. You can also ask for the band one of our members of staff.



What to do if something goes wrong?

If you need support during your visit to Grays Shopping Centre please call our centre management on **01375 378794** or email **information@graysshoppingcentre.co.uk**. You can also talk to any member of Grays Shopping Centre.

If you have chosen to carry one of our Autism Awareness cards please share them with our staff during an emergency.

Tell our staff about your emergency:

- **I am lost please help.**
- **I have lost something.**
- **I don't feel well.**
- **I need someone trained in first aid.**
- **I am feeling overwhelmed, please help me find somewhere quiet.**

After My Visit

What I liked about Grays Shopping Centre:

What I want to do again:

What I would like to do next time:

Feedback questionnaire

Was the guide helpful?

What could be better about the guide?

What was missing from the guide?

What would help make my visit more enjoyable?