

Sensory Shopping

My visit to...

Grays

Shopping Centre

A visual accessibility guide



What is Grays Shopping Centre?

Grays is a Shopping Centre in Essex.

**Address: Management Office, Service Area C, Town Centre
Grays Essex, RM17 6QE**

Telephone: 01375 378794

FAX: 01375 398384

Website: www.graysshoppingcentre.co.uk

What day am I going to Grays Shopping Centre? (Please tick)

Monday

Tuesday

Wednesday

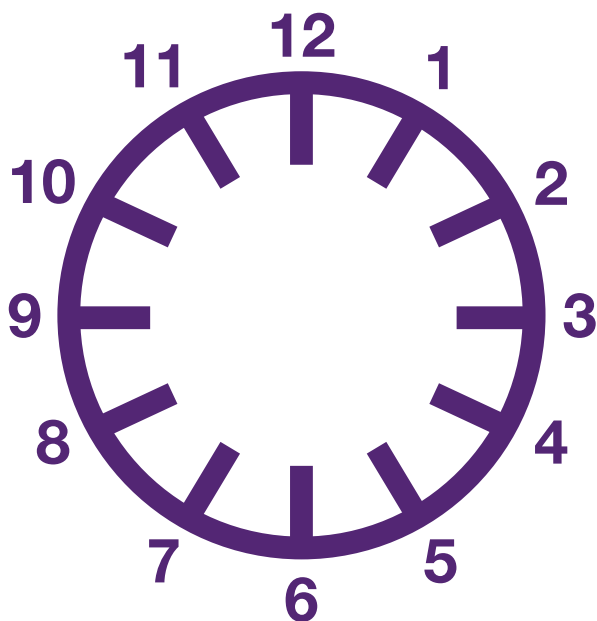
Thursday

Friday

Saturday

Sunday

What time am I going to Grays Shopping Centre? (Please tick)



- Grays is **BUSIEST** on Friday and Saturday
- Grays is **QUIETEST** on Sunday and Wednesday
- We are busier around Christmas and School holidays.

I will be at Grays Shopping Centre for about...

hours

minutes



During events, sales and Christmas, Grays Shopping Centre can be busier and look different.

How will I get to Grays Shopping Centre?



Parent & Child and Disabled parking spaces

You can get to Grays Shopping Centre in the car.

- You can park your car in our multi-storey car park.
- Accessible and parent and child spaces are located on level 3A. These offer wider bays



You can get to Grays Shopping Centre by train.

- Grays c2c station is located at the top of the high street and runs trains every 15 minutes



You can also get the bus.

- Grays Bus station is located on Crown Road and is a short walk to the high street where the main entrance is located.

How do I get into Grays Shopping Centre ?

You will enter Grays Shopping Centre through one of 4 entrances.



From High Street



From Clarence Road



From Car Park Via Lifts or Stairs



From Crown Road

How do I find the toilets?



Toilets

Grays Shopping Centre has toilets, a Baby Changing Room, and disabled toilets. The toilets can be found located next to the lifts between Poundland and Wimpy on the east mall.

How will I be supported?



Autism Awareness Bands

If you want you can use our autism awareness bands.

- The bands are for you to use if you want to tell staff or shoppers about your autism.
- They can be collected if you inform a member of staff on the malls.
- They can be picked up from the management suite and security office.

How will I be supported?

If you need any help ask any Grays's member of staff.



Grays staff who operate Grays Shopping Centre receive specialist training on autism awareness and will be happy to help you.

What can I do at Grays? (Tick what you see)

You can shop at Grays.

There are lots of shops at Grays. Here are our four biggest shops and attractions.



Wilko: located on the north mall



Iceland: located on the south mall



Spots Direct: located in centre square



Peacocks: located on the south mall

I am going to visit...

List what shops you will go to.

A list of all our stores can be found on our website

<http://www.graysshoppingcentre.co.uk/directory>

You can eat at Grays Shopping Centre.

There are lots of places to eat at Grays Shopping Centre. Here are our quietest eateries.

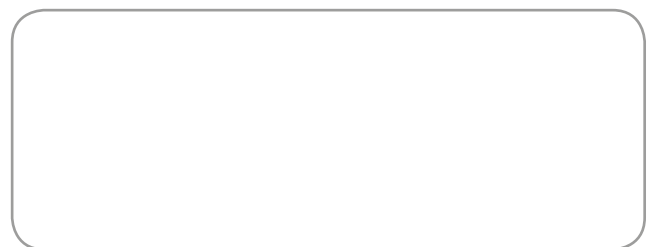


Grays Shopping Centre's Break Bar:
Centre Square



Grays Snack Shack:
Cosy cafe, North Mall

If we eat at a restaurant in Grays Shopping Centre today, we might eat at: (A list of our restaurants can be found on our website: <http://www.graysshoppingcentre.co.uk/directory>)

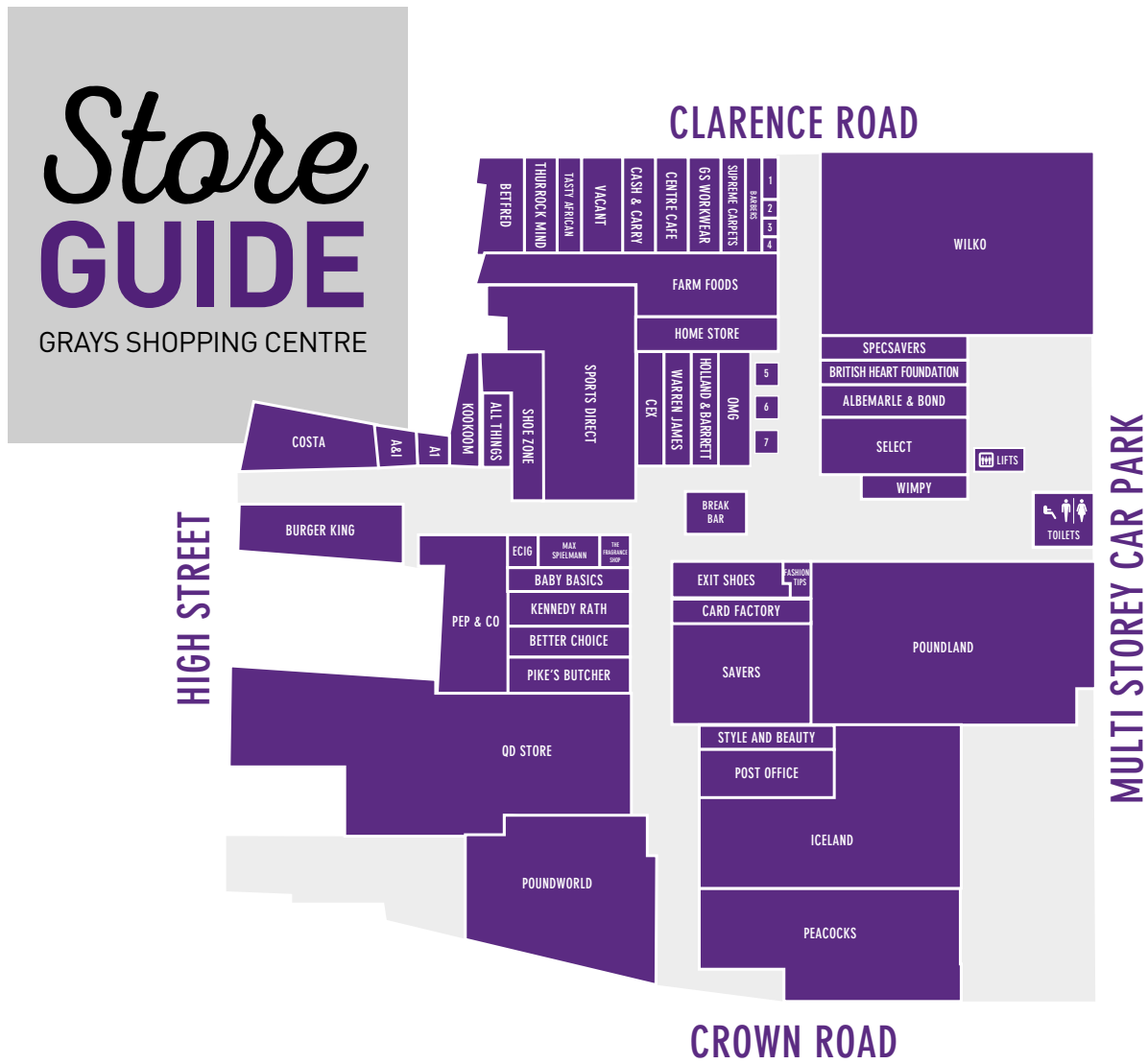


You can also bring a packed lunch.

- You can eat your packed lunch on one of the benches in Grays Shopping Centre. The quietest area to sit on a bench is outside Iceland.



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
 KOOKOOM
 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

Who might I see at Grays Shopping Centre? (Tick what you see)

You might see our:



Security Staff



Cleaning Staff



Maintenance Staff



Other Shoppers



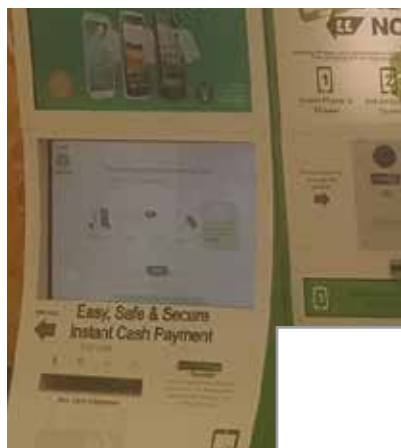
Centre Mascot Gary

What other things will I see at Grays Shopping Centre? (Tick what you see)

You might also see:



Photo Booth



Phone Charger



Atrium



Kids Club Activities



Gary the Grays Gorilla



Seasonal Decorations

What to do if things go wrong?

You can find any member of Grays staff



You can go to the Management suite security office: located at Service Area C

If you have an autism awareness band show them to our staff



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.

Write some more examples...

After my visit...

What I liked best about my visit to 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?