



Sensory Shopping

My visit to...

**Pentagon Shopping
Centre**

A detailed accessibility guide



Welcome to Pentagon Shopping Centre

Pentagon 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 Pentagon 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, online at: www.pentagonshoppingcentre.co.uk or on facebook: @pentagonshoppingcentre

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

Thank you and take care.

Jay Kent
Centre Manager

Guides

This detailed guide to Pentagon 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 Pentagon Shopping Centre specifically for individuals with autism spectrum conditions (ASC). If you, or the person you are visiting Pentagon Shopping Centre with, has ASC you may want to download that guide instead. The guide includes an easy read map of Pentagon Shopping Centre.

Visiting times

We have identified Pentagon Shopping Centre's quietest and busiest times so you can pick the best time for your visit.

Opening times:

Monday: 8.00am - 6.30pm
Tuesday: 8.00am - 6.30pm
Wednesday: 8.00am - 6.30pm
Thursday: 8.00am - 7.00pm
Friday: 8.00am - 7.00pm
Saturday: 8.00am - 6.00pm
Sunday: 10.00am - 4.00pm

Quietest times*:

Sunday: **10am - 4pm**
Monday / Tuesday / Wednesday / Thursday:
8am - 11am

Busiest times:

Friday between **11am - 5pm**
Saturday between **10am - 5pm**

*During events, sales and Christmas, Pentagon Shopping Centre can be busier and look different. Average time at Pentagon Shopping Centre is 2 hours.

Pentagon Shopping Centre website

Our website has all our recent news, such as changes to opening times, shop relocations, listings of up coming events and may help you decide when is best to visit and prepare you, or the person you are visiting with, for any changes.

www.pentagonshoppingcentre.co.uk

Planning your visit

Pentagon Shopping Centre 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 www.pentagonshoppingcentre.co.uk/store-map

At the Centre



The Pentagon Shopping Centre has a 2-level multi-storey car park which can be accessed from Rope Walk, postcode ME4 4YT

There are two sets of lifts from the Anchor Car Park, and one set from the flag car park, Wilko's also has lift access to both these car parks. There are also 3 stair ways that has access to both car parks which lead directly to the first floor of the shopping centre.

Toilets



Toilets are located at the taxi rank end of the shopping centre a full-time attendant is available during opening hours. Although there is a charge of 20p it is free to disabled and children under 9 years old. Should the attendant not be at the barrier then a call button is available.

What can you do at Pentagon Shopping Centre?

Shopping is one of the main activities at Pentagon Shopping Centre.

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



Wilko's (Bottom of the escalators)



Sainsbury's (Next to green lifts)



New Look (End of the Link Mall)



Boots (Fair Row)

Floor Plan



Eating Out

The Latino's is one of our busiest and noisiest areas; we have therefore identified a number of quieter eateries and places that you can also sit to eat packed lunches.



Latino's is located next to Sainsburys in Pentagon Court and serves a selection of food and drink with a seating area but can be busy and noisy at times.



Greggs also has a small seating area within their store and also in front of the store



Subway is located next to Greggs and has a small seating area within the store



Muffin Break is further down the mall and has a seating area within the store.

Packed lunches are welcome in the centre and we have seating available in all malls.

Other Activities



Green Lifts – located next to Latino's



Massage Chairs – £1 for 5 minutes located outside JD Sports in Fair Row



Sweet counter – located outside Etiquettes and have a selection of sweets and toys



Candy Cart – located outside Deichmann in Fair Row, Offer a number of sweets



Children's rides – we have a number of different children rides based around the centre



Centre Guides – located in different areas of the centre

How can Pentagon Shopping Centre support you?



We have a number of Customer Service officers located within the mall, they will be wearing a name badge.

Autism Awareness Card

Sometimes it can be hard to ask for help, we have therefore created our own Autism Awareness cards. These are downloadable from our website or available to be picked up from our Centre Management which is located on Level 3 using the green lifts behind Sainsbury's

The Autism Awareness cards are to be used at your discretion, when and if an occasion presents itself where you wish to inform staff or other shoppers that you/ your companion has autism, quickly and discreetly.



What to do if something goes wrong?

If you need support during your visit to Pentagon Shopping Centre please call Centre Management on **01634 405388** or email **enquiries@pentagonshoppingcentre.co.uk**

Or approach one of our members of staff.

If you have an emergency. Please call 999

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?