



Sensory Shopping

My visit to...

**Pentagon Shopping
Centre**

A visual accessibility guide



What is Pentagon Shopping Centre?

Pentagon Shopping Centre is a Shopping Centre in Chatham.

Address:
Pentagon Shopping Centre
Chatham
Kent
ME4 4HY

Telephone:
01634 405388

E-Mail:
enquiries@pentagonshoppingcentre.co.uk

Website:
www.pentagonshoppingcentre.co.uk

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

Monday

Tuesday

Wednesday

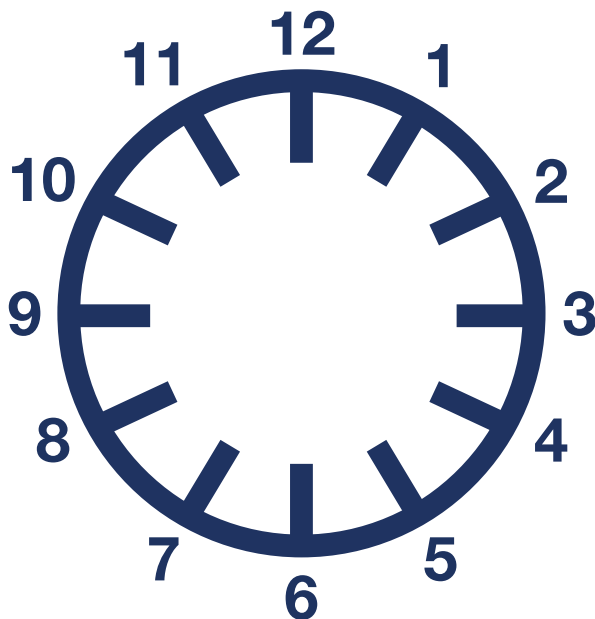
Thursday

Friday

Saturday

Sunday

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



- Pentagon Shopping Centre is **BUSIEST** on Thursdays, Fridays and Saturdays between 11am and 4pm.
- Pentagon Shopping Centre is **QUIETEST** on Sundays, Mondays, Tuesdays and Wednesday's between 8am to 11am and 3pm to 5.30pm.
- We are busier around Christmas and School holidays.

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

hours

minutes

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

How will I get to Pentagon Shopping Centre?



You can get to Pentagon Shopping Centre in the car

You can get to Pentagon Shopping Centre in the car.

Sat Nav for parking is ME4 4YT for Rope Walk and the car park is across the fly over on the right.

You can park your car in our car park with access to the Centre via the two sets of lifts or the 3 stair ways.

Car Park prices are:

0-2 Hours £1.00

2-4 Hours £1.50

4+hours £5.00



Chatham Waterfront Bus Station

You can also get the bus.

Buses will drop you off at Chatham Waterfront Bus Station which is a short walk to our Military Road entrance

How do I get into Pentagon Shopping Centre?

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



From High Street



From Military Road



From Taxi Rank



From Solomon's Road

How do I find the toilets?



Follow the signs to find the toilets.

- The toilets can be found next to the Taxi Rank entrance just past Sainsbury's.

How will I be supported?



Centre Management

If you want you can use our autism awareness cards.

- The cards are for you to use if you want to tell staff or shoppers about your autism.
- They can be downloaded from our website at www.pentagonshoppingcentre.co.uk
- They can be picked up from our Centre Management which is located on Level 3 using the green lifts behind Sainsbury's



How will I be supported?



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

What can I do at Pentagon Shopping Centre? (Tick what you see)

You can shop.

There are lots of shops at Pentagon Shopping Centre. Here are our four biggest shops.



Boots – Fair Row



Sainsbury's – Pentagon Court



Wilko's – Pentagon Court



New Look – Link 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
www.pentagonshoppingcentre.co.uk/store-directory

What can I do at Pentagon Shopping Centre?

(Tick what you see)

You can eat at Pentagon Shopping Centre.



Greggs



Latino's

If we eat at a restaurant in Pentagon Shopping Centre today, we might eat at: (A list of our restaurants can be found on our website www.pentagonshoppingcentre.co.uk/store-directory)

You can also bring a packed lunch.

- You can eat a packed lunch on one of the benches in Pentagon Shopping Centre.



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

You might see our:



Customer Service Officers



Housekeeping



Centre Management



Customer Service Manager

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

You might also see:



Pentagon Court – the main part of the centre, from here you can access all parts of the Pentagon shopping centre



Escalators & Scenic lifts – the escalators give you access to the first floor and the scenic lifts give you access to the first floor and the Anchor car park



Store guide – there is a store guide located on the first floor between the escalators and one located on the ground floor opposite So Serene



Children's rides – there are a number of children's rides located in different areas of the centre



RMU – we have a number of Retail Merchandising Units in the centre they sell a variety of different stock



Promotional Kiosk – Sky are situated outside Wilko's exit door

What to do if things go wrong?

You can find any member of Pentagon Shopping Centre staff



You can go to the Centre Management which is located on Level 3 behind Sainsbury's



If you have an autism awareness card 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 Pentagon 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?