



Sensory Shopping

My visit to...
The Swan Centre

A detailed accessibility guide



Welcome to the Swan Centre

The Swan 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 the Swan 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 online at: www.swanshopping.com

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

Thank you and take care.

Daniel Kitchen
Centre Manager

Guides

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

Visiting times

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

Opening times:

Monday: 9.00am - 5.30pm
Tuesday: 9.00am - 5.30pm
Wednesday: 9.00am - 5.30pm
Thursday: 9.00am - 5.30pm
Friday: 9.00am - 5.30pm
Saturday: 9.00am - 5.30pm
Sunday: 10.00am - 4.00pm

Quietest times*:

The Swan Centre is quietest on Sundays and Mondays before 11am.

Busiest times:

The Swan Centre is busiest on Fridays and Saturdays.

*These times are based on an average week and can vary, particularly around Christmas and school holidays

Swan 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.

Swan Centre website address www.swanshopping.com

Planning your visit

The Swan 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.swanshopping.com/Directory

At the Centre



- You can park your car in our car park.
- Free Blue Badge spaces for registered Blue Badge owners are available on the ground floor.
- Pay Blue Badge spaces for registered Blue Badge owners are available in the undercover section of the roof car park.
- Parent and child spaces are available in the undercover section of the roof car park.

Toilets



- The toilets can be found by walking down the corridor between H&M and Poundland



What can you do at the Swan Centre?

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

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



H&M



TK Maxx



Vue



Prezzo



Partyman World of Play



Hollywood Bowl

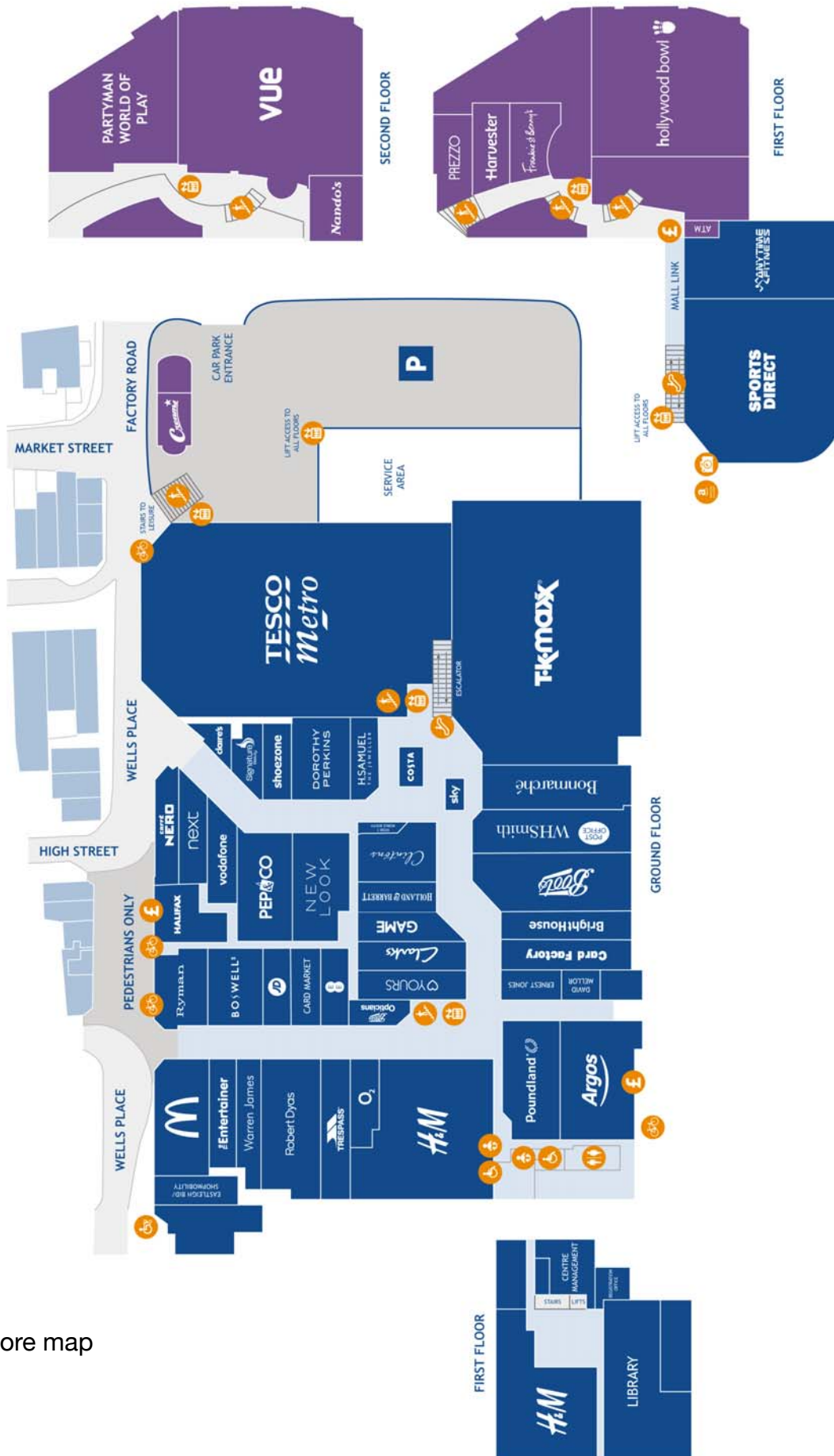


Argos



McDonalds

Floor Plan



Store map

Eating Out

You can dine in Swan Shopping or in Swan Leisure. A list of restaurants can be found on our website. Just click on the link [‘eating out’](#)



Caffé Nero



McDonalds



Harvester - Salad and Grill



Frankie and Benny's - Restaurant and Bar



Costa



Prezzo

Other Activities



You can go bowling



Kids can play at Partyman World



You can watch a movie



You can join the gym



You can visit the library



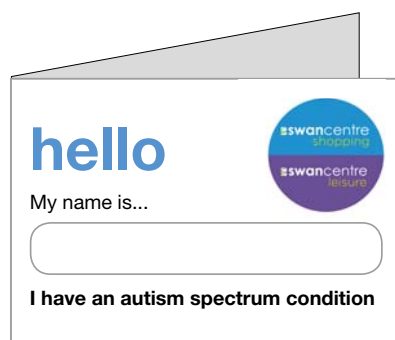
You can have your photo taken

How can the Swan Centre support you?

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 the library on the first floor which you can reach by taking the lift or stairs opposite H&M (see map).

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 the Swan Centre please call our customer services team on **(02380 610811)** or email (www.swanshopping.com).

Or approach one of our members of staff.

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



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?