



# Sensory Shopping

My visit to...  
**The Swan Centre**

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**A visual accessibility guide**



## What is the Swan Centre?

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The Swan Centre is a Shopping and Leisure Destination in Eastleigh.

**Address:**

Swan Centre  
Wells Place  
Eastleigh Hants  
SO50 5SF

**Telephone:**

02380 610811

**Website:**

[www.swanshopping.com](http://www.swanshopping.com)

# What day am I going to the Swan Centre?

(Please tick)

Monday

Tuesday

Wednesday

Thursday

Friday

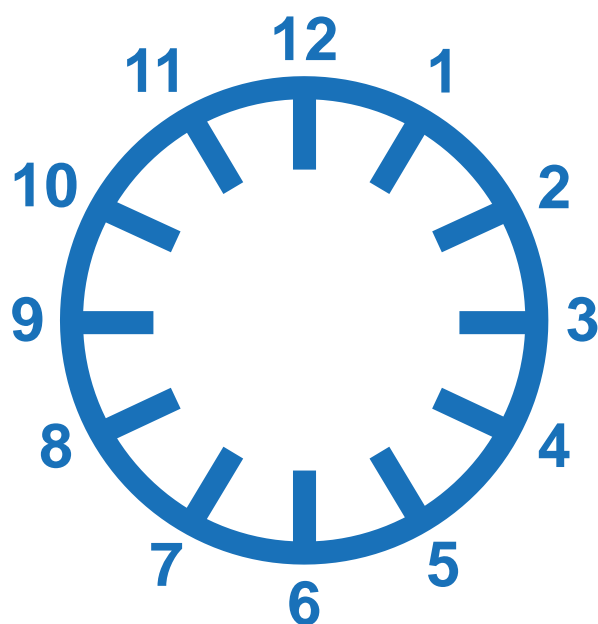
Saturday

Sunday

☐☐☐☐☐☐☐

# What time am I going to the Swan Centre?

(Please tick)



- The Swan Centre is busiest on Fridays and Saturdays.
- The Swan Centre is quietest on Sundays and Mondays before 11am.
- The Swan Centre is busier around Christmas and school holidays.

I will be at the Swan Centre for about...

hours

minutes

**During events, sales and in the run up to Christmas the Swan Centre can be very busy and is likely to look quite different.**

# How will I get to the Swan Centre?

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You can get to the Swan Centre in the car.

- 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.



You can also get the bus.

- You can travel by Blue Star bus, Xelabus or Stagecoach to Eastleigh bus station.
- Take a 3 minute walk down Market Street.
- Enter the Swan Centre from Wells Place via the Tesco entrance.
- Alternatively you can take the steps or the lift up to the leisure area of the Swan Centre and enter the Shopping Centre via the Link Mall.



By train.

- When you exit the station immediately cross the road at the pelican crossing.
- Continue to walk straight on along Leigh Road for 2 minutes and turn left onto Market Street at Coffee #1.
- Walk to the end of Market Street and enter the Swan Centre via one of the Wells Place entrances.



# How do I get into the Swan Centre?

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You can enter the Swan Centre through one of 4 main entrances



From the Wells Place entrance next to Tesco



From the Wells Place entrance next to McDonalds



From the Blenheim Road entrance next to Argos



From the Swan Leisure steps on Wells Place



You can also enter the Shopping Centre through the Link Mall from the first floor of Swan Leisure



You can enter Swan Leisure via the lift from the ground floor car park

# How do I find the toilets?

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Follow the signs  
to find the toilets.

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



# How will I be supported?

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## Autism Awareness Card

Sometimes it can be hard to ask for help, we have therefore created our own Autism Awareness card. This is 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 card is 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.



hello

My name is...

I have an autism spectrum condition



# How will I be supported?

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If you need help you can ask any Swan Centre member of staff who will be happy to help you.



Swan Centre staff receive specialist training on autism awareness and will be happy to help you.





# What can I do at the Swan Centre?

(Tick what you see)

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You can shop.



H&M is on the ground floor close to the McDonalds Entrance.



Sports Direct is on the first floor close to the Leisure entrance along the Link Mall.



TK Maxx is situated at the Bottom of the escalator on the ground floor.



Argos is situated at the Blenheim Road entrance on the ground floor.



Boots is on the ground floor.



The post office is inside WH Smiths.



# I am going to visit...

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List what shops you will go to.

A list of shops, restaurants and leisure venues can be found on our website

[www.swanshopping.com](http://www.swanshopping.com)



# What can I do at the Swan Centre?

(Tick what you see)

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You can dine at the Swan Centre.

You can eat in Swan Shopping or in Swan Leisure.



Harvester - Salad and Grill



Frankie and Benny's - Restaurant and Bar



McDonalds



Prezzo Italian

If we eat at the swan Centre today we might eat at:

(A list of our restaurants can be found on our website)

[www.swanshopping.com](http://www.swanshopping.com)

# Here are some things you can do at the Swan Centre (Tick what you see)

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You can go bowling



Kids can play at Partyman World of Play



You can watch a movie



You can join the gym

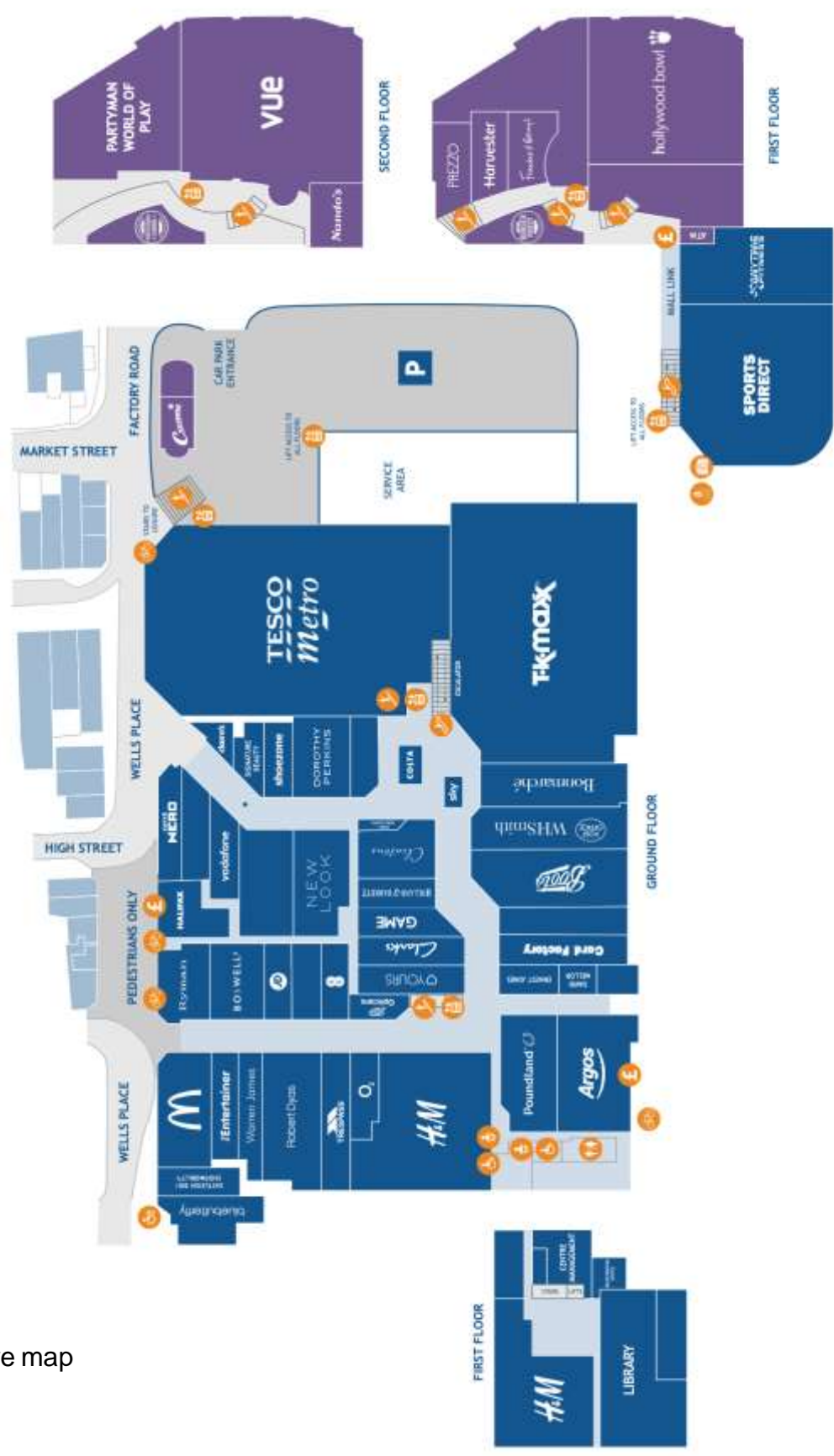
If we want to do an activity at the Swan Centre today, we might choose to go to:

(A list of shops, restaurants and leisure venues can be found on our website)

[www.swanshopping.com](http://www.swanshopping.com)



# Floor Plan



Store map

# Who might I see at the Swan Centre?

(Tick what you see)

You might see our:



Cleaning staff

Security Staff



Entertainers



Barci the Nano's mascot



You will see other shoppers and Retail merchandising units



Happy welcoming staff in our café's



# What other things will I see at the Swan Centre?

(Tick what you see)

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Our sensory art in the link mall with textured tactile glass art and sounds that play when you walk through.



High glass atriums which let in lots of natural light. Sometimes you can hear the windows open and close.



Escalators



Lifts



Children's rides



Photo-Me booth



ATM machine is on the 2nd floor of Swan Leisure



Amazon Lockers



# What to do if things go wrong?

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You can find any member of the Swan Centre staff and tell them about your emergency.



If you have an autism awareness card show them to our staff.

hello

My name is...

I have an autism spectrum condition

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...

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What I liked best about my visit to the Swan Centre

What I want to do again

What I would like to do next time I visit

# Feedback questionnaire

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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?