

Sensory Shopping

My visit to...
**Chelmsley Wood
Shopping Centre**

A visual accessibility guide



What is Chelmsley Wood Shopping Centre?

Chelmsley Wood Shopping Centre is a Shopping Centre in Birmingham.

Address:
Chelmsley Wood Shopping Centre, Solihull
Birmingham, B37 5TS

Telephone:
0121 770 1775

Website:
www.chelmsleywoodshopping.co.uk

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

Monday

Tuesday

Wednesday

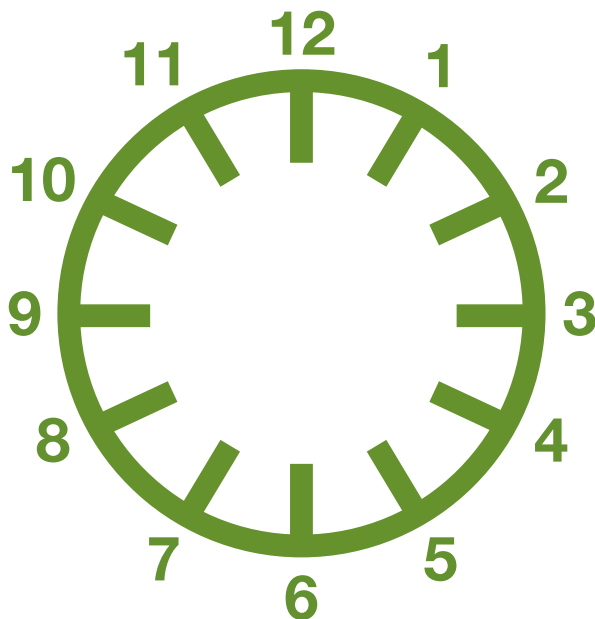
Thursday

Friday

Saturday

Sunday

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



- Chelmsley Wood Shopping Centre is **BUSIEST** on Fridays and Saturdays between 11am and 4pm.
- Chelmsley Wood Shopping Centre is **QUIETEST** on Sundays between 9am to 11am and 2pm to 5.30pm.
- We are busier around Christmas and School holidays.

I will be at Chelmsley Wood Shopping Centre for about...

hours

minutes



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

How will I get to Chelmsley Wood Shopping Centre?



You can get to Chelmsley Wood Shopping Centre by car.

You can get to Chelmsley Wood Shopping Centre in the car.

Information about car parking and access

- Sat Nav for parking is B37 5TT.
- You can park your car in our multi-storey car park.
- Parking is free for up to 3 hours. If you park longer than 3 hours, then you can use our 'Phone and Pay' app for £1 every extra hour.
- There are parent and child spaces on level 3.
- Disabled parking is on ground floor of the open car park and level 3 of the multi storey car park.
- Parking is free for blue badge holders. Please contact centre management to register your vehicle.



You can also get the bus.

Buses will drop you off in the bus interchange outside the centre where the nearest stores are Peacocks and Iceland. Buses are available from all over the county that go to Chelmsley Wood Shopping Centre.

How do I get into Shopping Centre name?

You will enter Chelmsley Wood Shopping Centre through one of 1 of 4 entrances.



Asda entrance



Cedar Way Entrance, near Peacocks



Coppice Way Entrance, near the Chippy



Carpark Entrance

How do I find the toilets?



Follow the signs to find the toilets.

- The toilets can be found by the bus interchange. We also have a Changing Places in the West Mall, which is past the escalators near Asda.

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.
- You can get cards from Centre Management

Chelmsley Wood

hello

My name is...

I have an autism spectrum condition

How will I be supported?

If you need any help ask any Chelmsley Wood Shopping Centre member of staff.



Security



Security



Cleaners



Maintenance

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

What can I do at Chelmsley Wood Shopping Centre?

(Tick what you see)

You can shop.

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



Asda



Home Bargains



Wilko



Poundland

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.chelmsleywoodshopping.co.uk

What can I do at Chelmsley Wood Shopping Centre?

(Tick what you see)

You can eat at Chelmsley Wood Shopping Centre.

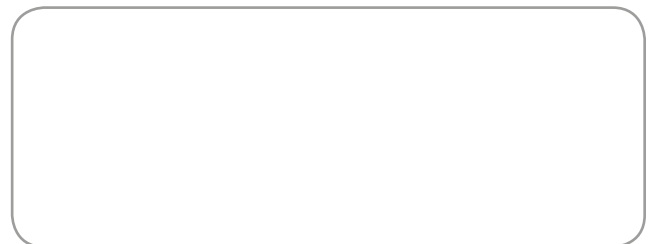


Subway



Costa

If we eat at a restaurant in Chelmsley Wood Shopping Centre today, we might eat at: www.chelmsleywoodshopping.co.uk/shopping.aspx

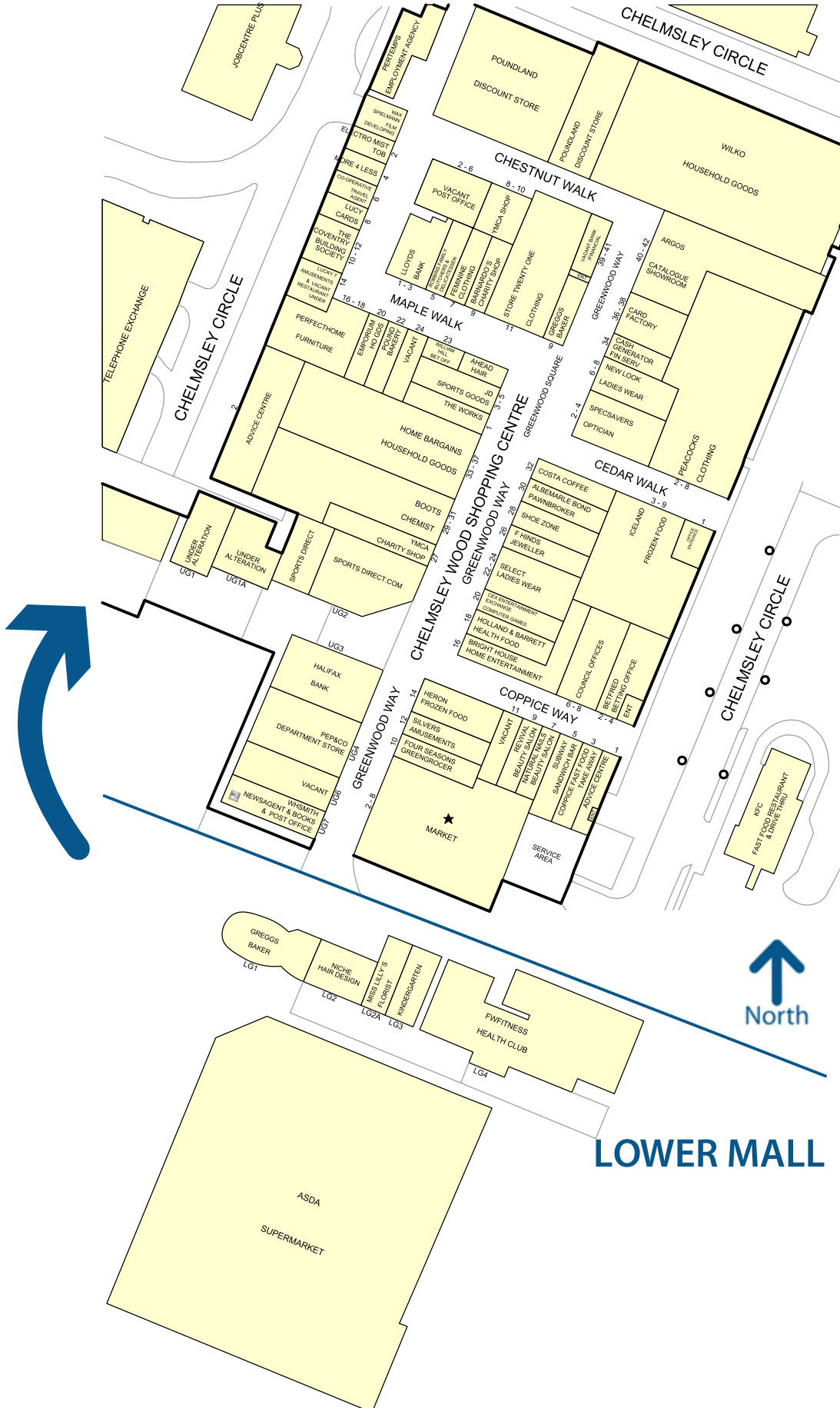


You can also bring a packed lunch.

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



Floor Plan



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

You might see our:



Security



Other shoppers



Cleaners



Kid events



Maintenance



Community groups

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

You might also see:



The West Mall



Lifts and escalators



Kiddie rides



Retail merchandising units (sweets)



Promotional kiosks (Virgin)



Seasonal decorations

What to do if things go wrong?

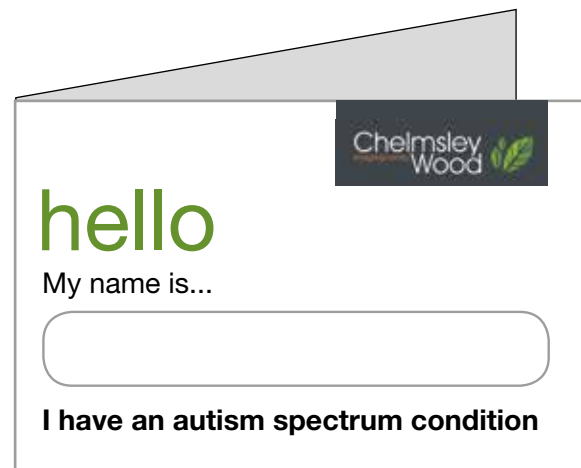
You can find any member of Chelmsley Wood Shopping Centre staff



You can go to the management suite located opposite Card Factory up the stairs.



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



Chelmsley Wood

hello

My name is...

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 Chelmsley Wood 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?