

# Sensory Shopping

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

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**A detailed accessibility guide**



## Welcome to Chelmsley Wood Shopping Centre

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Chelmsley Wood 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 Chelmsley Wood 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 centre management or online at: [www.chelmsleywoodshopping.co.uk](http://www.chelmsleywoodshopping.co.uk)

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

**Thank you and take care.**

**Neil Griffin**  
Centre Manager

# Guides

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

## Visiting times

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We have identified Chelmsley Wood Shopping 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\*:

Sunday: **10am - 4pm**  
Monday / Tuesday / Wednesday / Thursday:  
**9am - 11am and 2pm - 5.30pm**

### Busiest times:

Friday between **11am - 4pm**  
Saturday between **10am - 4pm**

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

## Chelmsley Wood Shopping Centre website

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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.chelmsleywoodshopping.co.uk](http://www.chelmsleywoodshopping.co.uk)**

# Planning your visit

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Chelmsley Wood Shopping Centre is a community 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.chelmsleywoodshopping.co.uk/shopping.aspx](http://www.chelmsleywoodshopping.co.uk/shopping.aspx)

## At the Centre

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Chelmsley Wood Shopping Centre has an 8-level multi-storey car park which can be accessed from postcode B37 5TS.

Blue badge spaces can be found on ground floor of the open carpark and level 3 of the multi storey carpark. Parent and child spaces can be found on level 3.

## Toilets

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Toilets are located by the bus interchange next to Iceland and a full-time attendant is available during opening hours. There is no cost to use our toilets. A disabled toilet is in the West Mall, just past the escalators by Asda.

# What can you do at Chelmsley Wood Shopping Centre?

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Shopping is one of the main activities at Chelmsley Wood 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.



Asda



Home Bargains



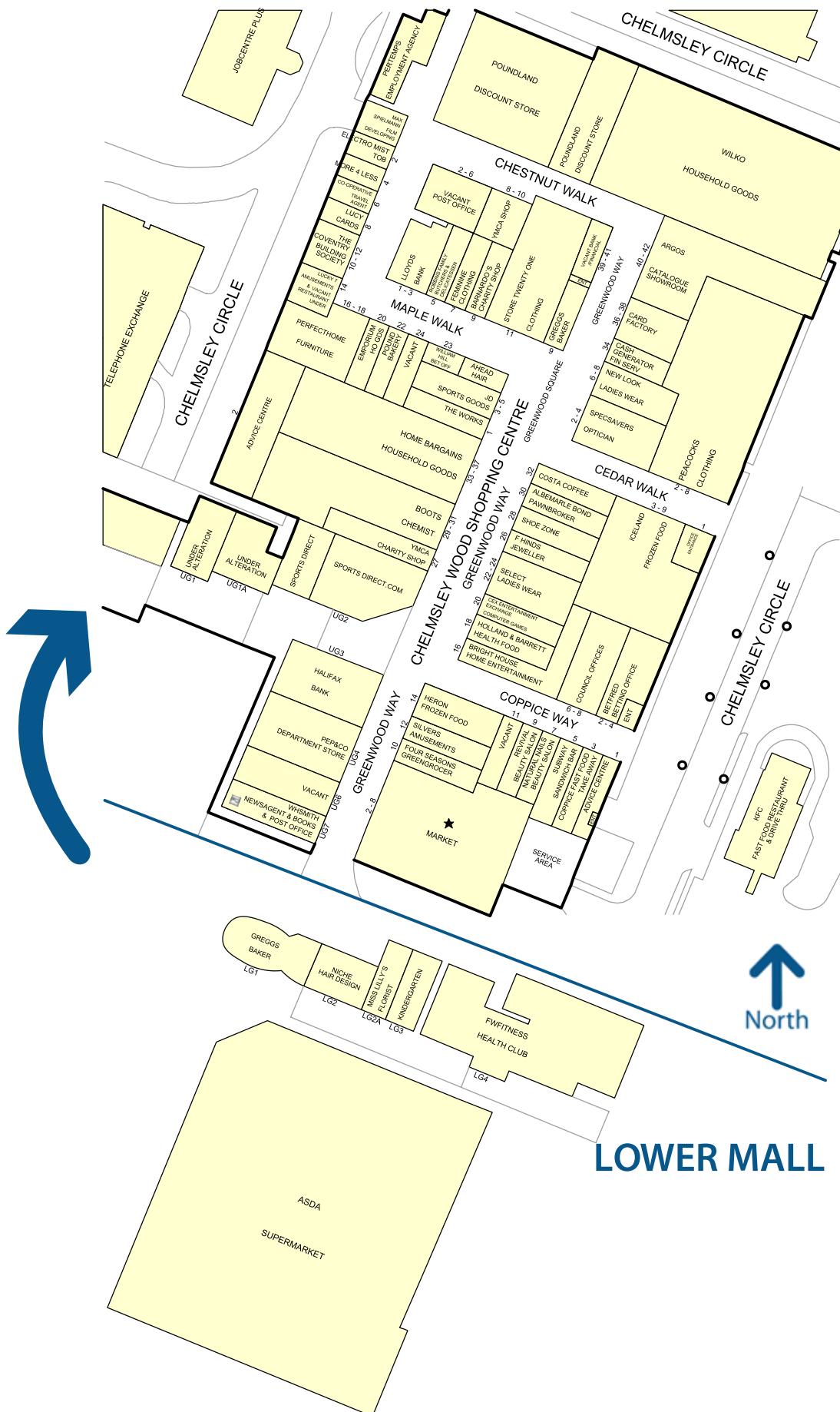
Wilko



Sports Direct



# Floor Plan



# Eating Out

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Costa Coffee is located at Greenwood Way and serves a selection of food and hot drinks with a seating area but can be busy and noisy at times.

We also have other eateries that have indoor seating including Asda Café, Subway and two Greggs outlets



Costa



Asda Café



Subway



Greggs



Greggs



Packed lunches are welcome in the centre and we have seating available throughout the centre, however all seating is outdoors.

# Other Activities

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Children's rides



Promotional stands



Sweet machines



Christmas lights



# How can Chelmsley Wood Shopping Centre support you?

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Centre Management

## 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 opposite Card Factory. The office is upstairs, if you require somebody to meet you downstairs, you can ask a member of staff to contact centre management, or you can call the office on **0121 770 1775**.

Please ask any member of staff for help.

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?

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If you need support during your visit to Chelmsley Wood Shopping Centre please call centre management on **0121 770 1775** or email any of the following:

**[rich@chelmsleywoodshoppingcentre.co.uk](mailto:rich@chelmsleywoodshoppingcentre.co.uk)**

**[cheryl@chelmsleywoodshopping.co.uk](mailto:cheryl@chelmsleywoodshopping.co.uk)**

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

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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?