



Sensory Shopping

My visit to...
**The Priory
Shopping Centre**

A detailed accessibility guide



Welcome to The Priory Shopping Centre

The Priory 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 The Priory 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 our Customer Liaison Desk or online at: www.theprioryshoppingcentre.co.uk

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

Thank you and take care.

Shelley Filippi
Centre Manager

The Priory Shopping Centre

Address: The Priory Shopping Centre, Dartford, Kent, DA1 2HS

Telephone: 01322 220915

Website: www.theprioryshoppingcentre.co.uk

Guides

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

Visiting times

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

We are open 7 days a week.

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*:

Monday, Tuesday, Wednesday and Friday's between 9am to 11am and 4pm to 5.30pm and Sunday between 10am and 4pm.

Busiest times:

Thursday and Saturdays between 9am and 4pm.

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

Planning your visit

The Priory 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.theprioryshoppingcentre.co.uk/stores

At the Centre



You can get to The Priory Shopping Centre in the car.

- The Priory Shopping Centre carpark is located at DA1 2HS.
- Parking is free on Sundays.
- Blue badge spaces can be found on level 2 of the car park.

You can also get to The Priory Shopping Centre by bus.

- Buses will drop you off in Market Street which is a 2 minute walk to the Priory Shopping Centre.

Toilets



The Priory Shopping Centre has toilets, a baby changing room and disabled/ accessibility toilets. There are signs on all floors telling you where the toilets are. The toilets can be found at:

- 1st floor, next to the Customer Liaison office.

What can I do at The Priory Shopping Centre?

Shopping is one of the main activities at The Priory Shopping Centre. Here are our biggest shops and attractions:

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



Wilko



Poundland



The Works

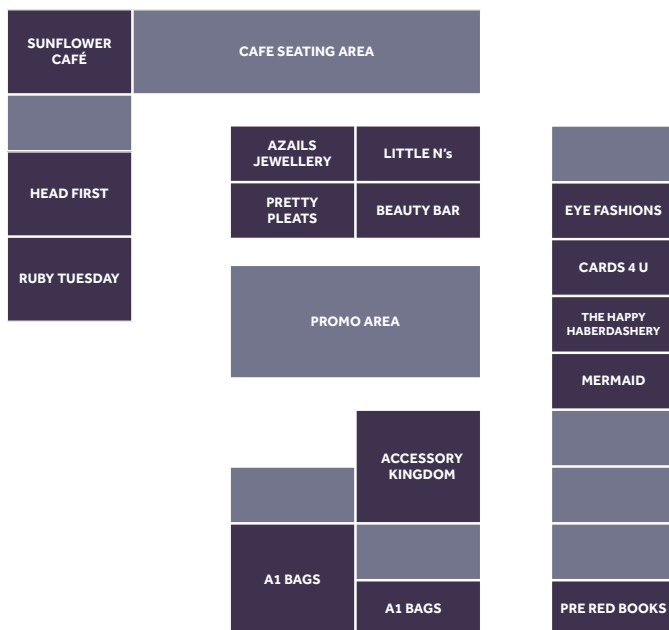


Sainsbury's

Floor Plan



PRIORY MARKET PLACE



Eating Out

You can eat at The Priory Shopping Centre; we have identified a number of quieter eateries and places that you can also sit to eat packed lunches.



Greggs



KFC



Easy Coffee



McDonalds

Other places to eat:

You can also bring a packed lunch. You can eat a packed lunch on one of the benches inside the shopping centre.

Who might you see at The Priory Shopping Centre?



Security Staff



Maintenance Staff

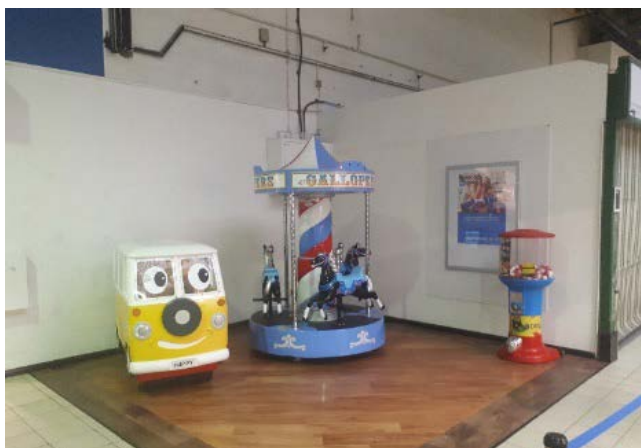


Cleaning Staff

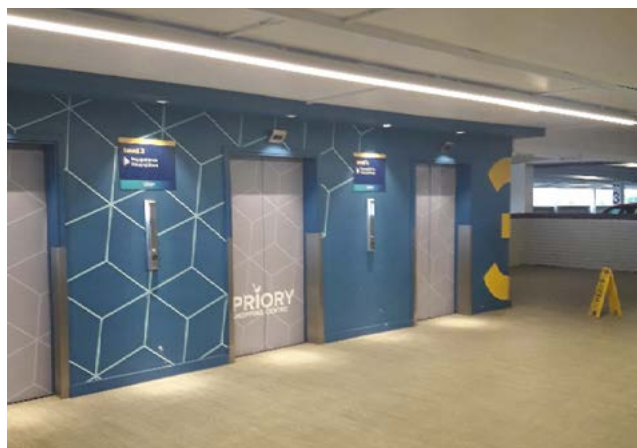


Centre Management Staff

You might also see:



Children's Rides



Lifts

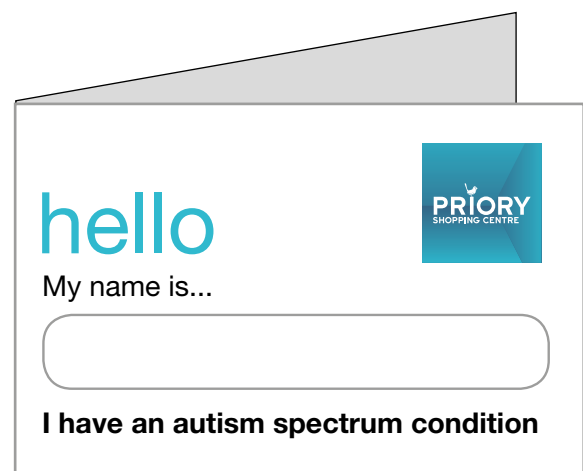
How will I be supported?



The Customer Liaison Desk: located on the 1st floor.

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 Customer Liaison Desk which is located on the 1st floor.



What to do if something goes wrong?

If you need support during your visit to The Priory please call our customer services team on **01322 220915**

You can also talk to any member of The Priory Shopping Centre staff or go the Customer Liaison Desk located on the 1st floor.

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

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.**

After My Visit

What I liked about my visit to The Priory 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?