



# Sensory Shopping

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

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**A visual accessibility guide**



## What is The Priory Shopping Centre?

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**The Priory Shopping Centre is a Shopping Centre in Dartford.**

**Address:**

**The Priory Shopping Centre, Dartford, Kent, DA1 2HS**

**Telephone:**

**01322 220915**

**Website:**

**[www.theprioryshoppingcentre.co.uk](http://www.theprioryshoppingcentre.co.uk)**



**Facebook:** @PrioryDartford



**Twitter:** @PrioryDartford



**Instagram:** @theprioryshoppingcentre

# What day am I going to The Priory Shopping Centre?

(Please tick)

Monday

Tuesday

Wednesday

Thursday

Friday

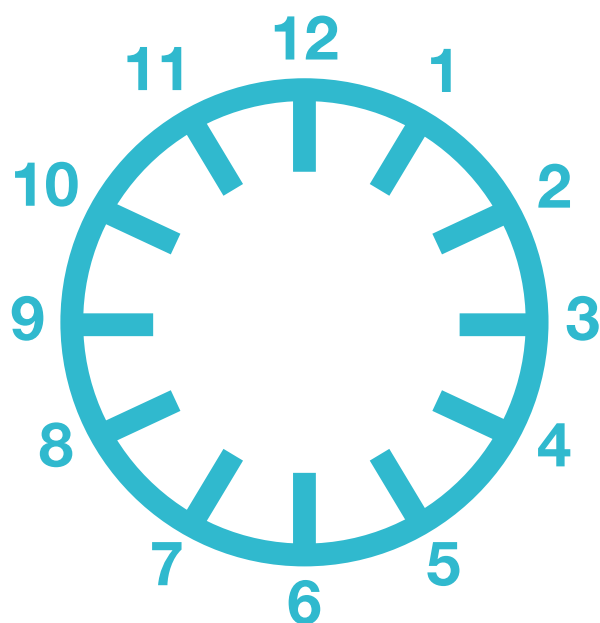
Saturday

Sunday

☐☐☐☐☐☐☐

# What time am I going to The Priory Shopping Centre?

(Please fill in)



- The Priory Shopping Centre is **BUSIEST** on Thursday and Saturdays between 9am and 4pm.
- The Priory Shopping Centre is **QUIETEST** on Monday, Tuesday, Wednesday and Friday's between 9am to 10am and 4pm to 5.30pm and Sunday between 10am and 4pm.
- We are busier around Christmas and School holidays.

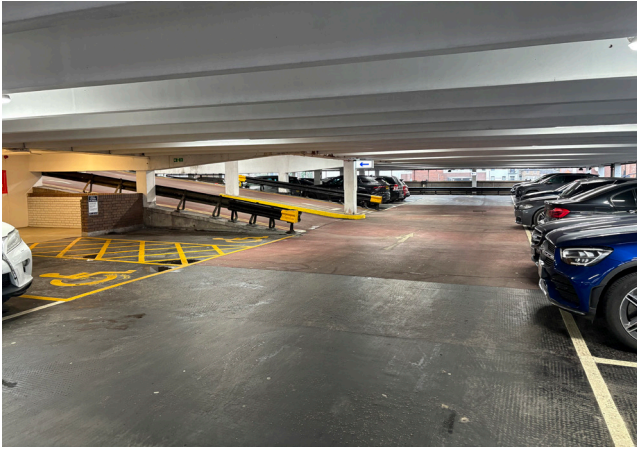
I will be at The Priory Shopping Centre for about...

 hours minutes

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

# How will I get to The Priory Shopping Centre?

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The Priory Shopping Centre Car Park

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

- The Priory Shopping Centre 3 level multi-storey car park is located at **DA1 2HS**.
- Parking is free on Sundays and Bank Holidays.
- Blue badge spaces can be found on Levels 1,2 and 3 of the car park.
- There are three lifts on all levels which provide direct access to the shopping mall.



Instone Road Bus Stop

You can also get the bus.

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



# How do I get into The Priory Shopping Centre?

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You will enter The Priory Shopping Centre through one of 3 entrances:



Lowfield Street entrance



Spital Street entrance



Market Place entrance

## How do I find the toilets?

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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.

## How will I be supported?

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Customer Liaison Desk

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.
- They can be picked up from our customer liaison desk located on the 1st floor.

# How will I be supported?

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If you need any help ask a member of The Priory Shopping Centre staff.



Security Staff



Maintenance Staff



Cleaning Staff



Centre Management Staff

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



# What can I do at The Priory Shopping Centre?

(Tick what you see)

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You can shop at The Priory Shopping Centre.

There are lots of shops at The Priory Shopping Centre.  
Here are our three biggest shops and attractions.



The Works



Sainsbury's



Poundland



Sensory Space



# I am going to visit...

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List what shops you will go to.

A list of all our stores can be found on our website

[www.theprioryshoppingcentre.co.uk/shopping](http://www.theprioryshoppingcentre.co.uk/shopping)

You can eat at The Priory Shopping Centre.

There are lots of places to eat at The Priory Shopping Centre. Here are our quietest eateries.



**Easy Coffee**

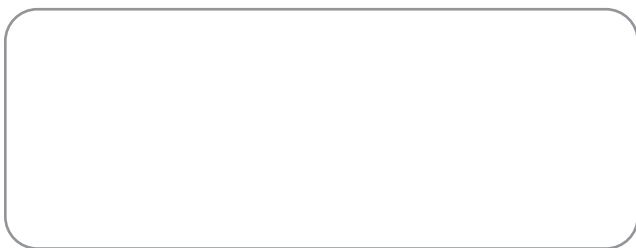


**Greggs**

If we eat at a restaurant in The Priory Shopping Centre today, we might eat at:

A list of our restaurants can be found on our website:

[www.theprioryshoppingcentre.co.uk/shopping](http://www.theprioryshoppingcentre.co.uk/shopping)

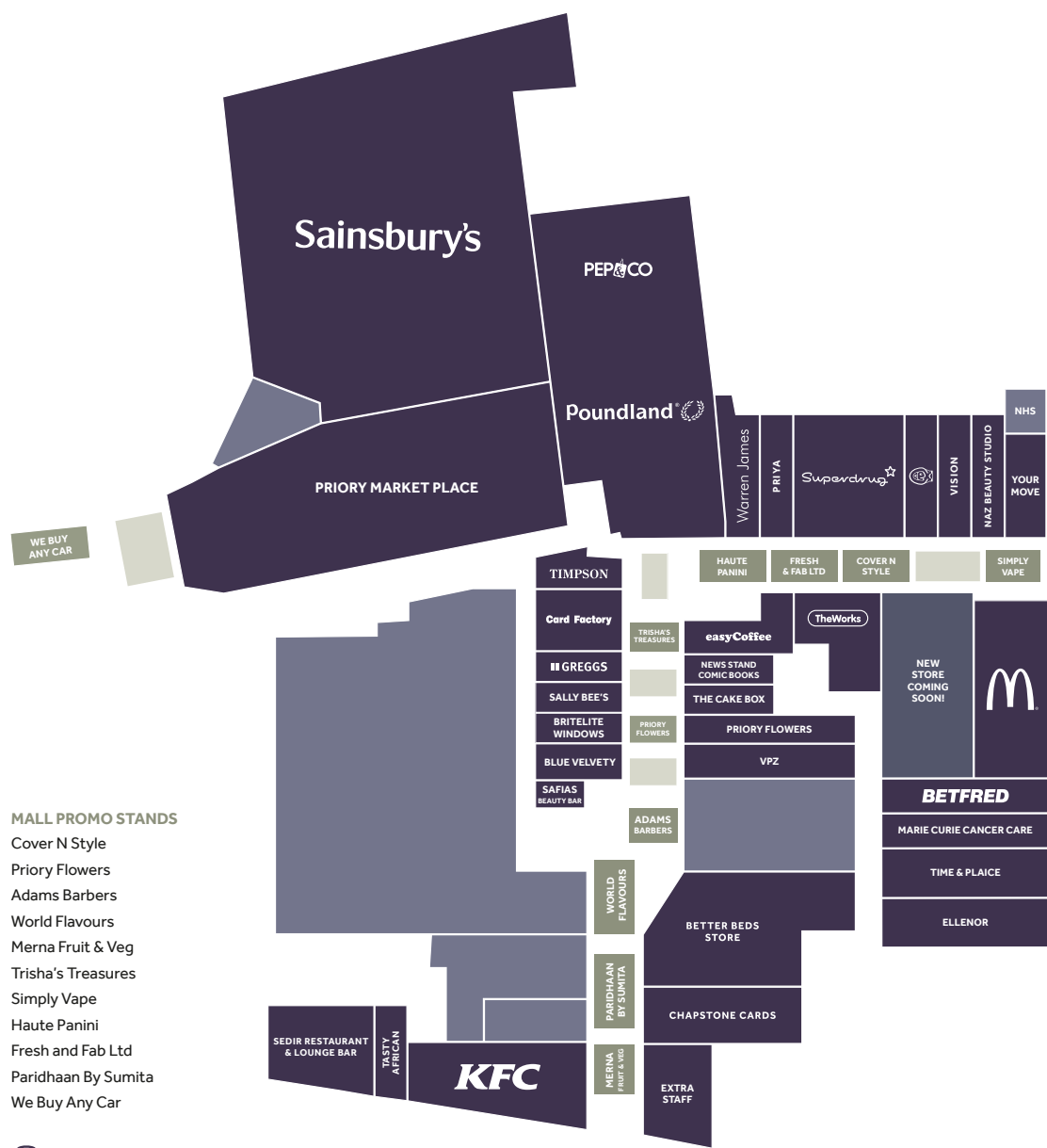


You can also bring a packed lunch.

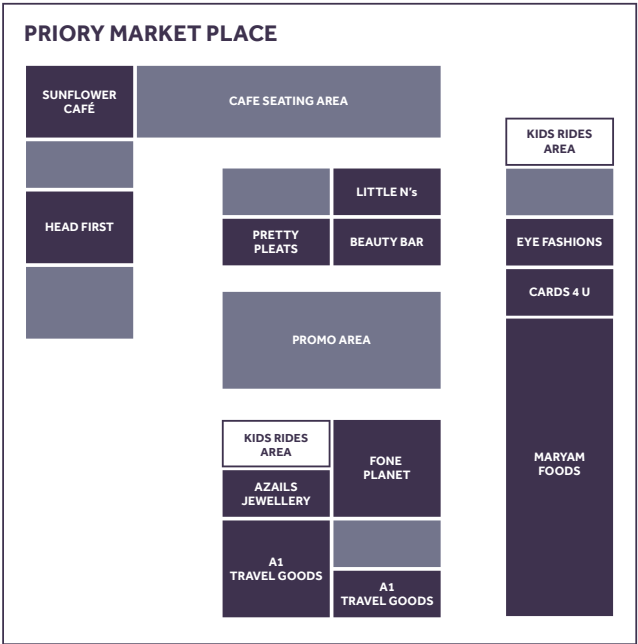
- You can eat a packed lunch on one of the benches in The Priory Shopping Centre.



# Floor Plan



- MALL PROMO STANDS**
- Cover N Style
  - Priory Flowers
  - Adams Barbers
  - World Flavours
  - Merna Fruit & Veg
  - Trisha's Treasures
  - Simply Vape
  - Haute Panini
  - Fresh and Fab Ltd
  - Paridhaan By Sumita
  - We Buy Any Car





# Who might I see at The Priory Shopping Centre?

(Tick what you see)

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You might see our:



Security Staff



Maintenance Staff



Cleaning Staff



Centre Management Staff

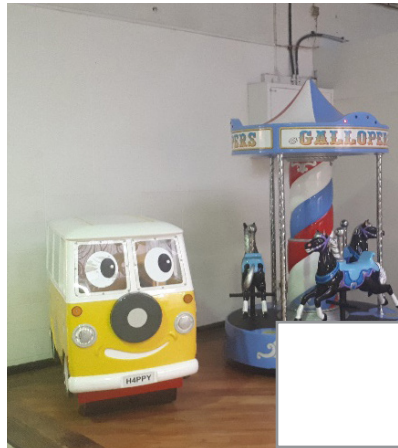
# What other things will I see at The Priory Shopping Centre? (Tick what you see)

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You might also see:



Lifts



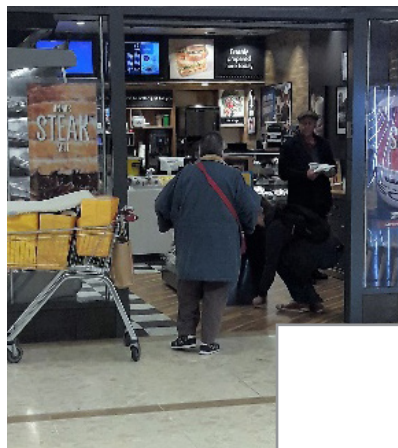
Kids Ride



Retail Merchandising Units



Generic Shops



Other Shoppers



Sensory Space

# What to do if things go wrong?

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You can find any member of The Priory Shopping Centre staff:



You can go to the Customer Liaison Desk located on the 1st floor.




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...



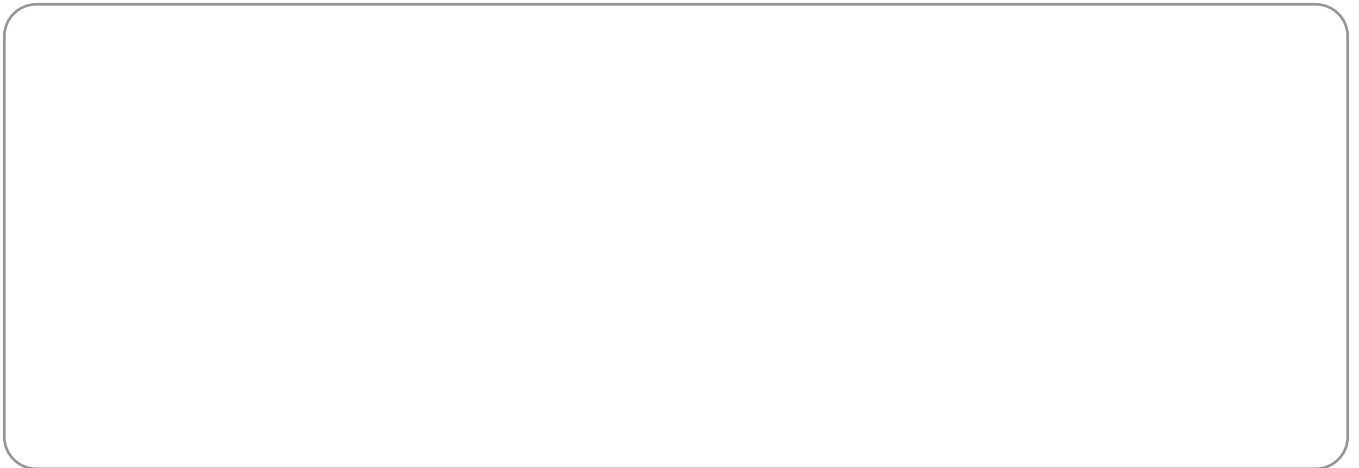
## After my visit...

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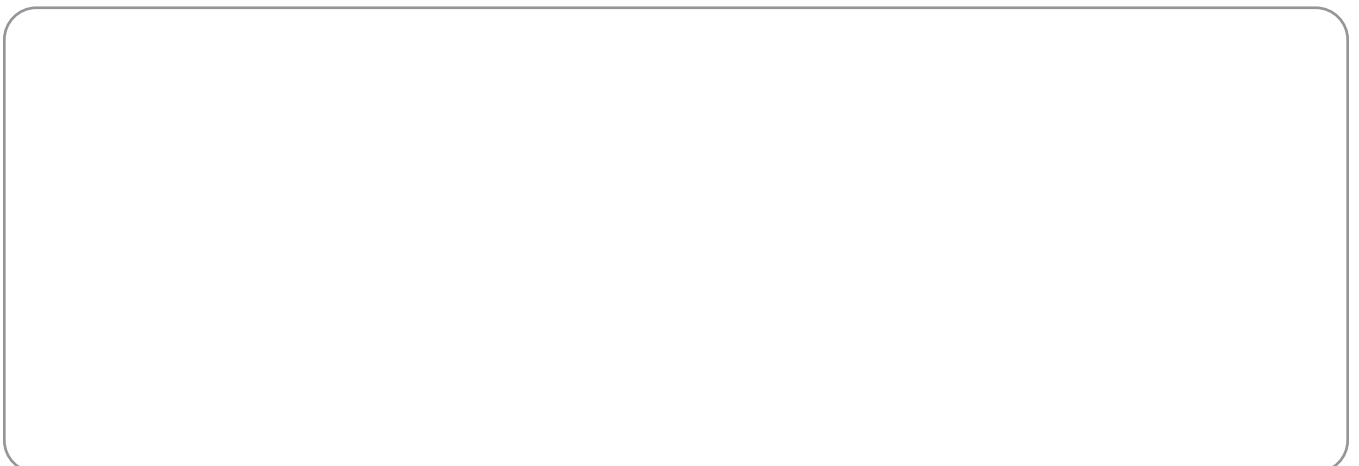
What I liked best about my visit to The Priory Shopping Centre



What I want to do again



What I would like to do next time



# 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?