



Visiting intu Metrocentre

An autism friendly visual guide

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What is intu Metrocentre?

intu Metrocentre is a large shopping and leisure centre

Our address is:

[intu Metrocentre, Gateshead NE11 9YG](#)

Our telephone number is:

[0191 493 0200](tel:01914930200)

Website address is:

www.intu.co.uk/metrocentre

Facebook:

[intu Metrocentre](#)

Twitter:

[@intumetrocentre](#)

Section 1 - The guide

What day am I going to into Metrocentre?



Monday



Tuesday



Wednesday



Thursday



Friday



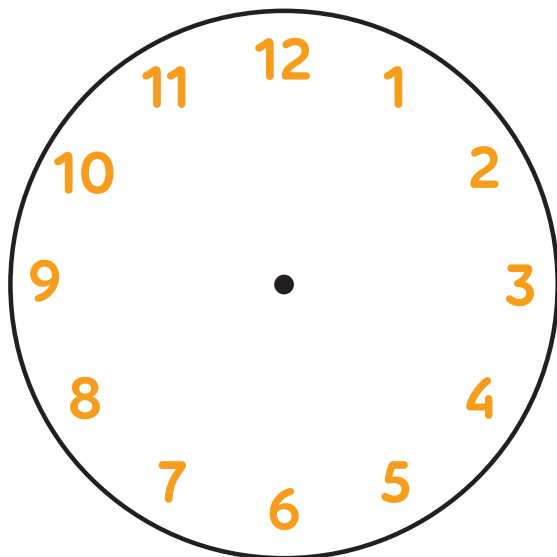
Saturday



Sunday

Section 2 - What time am I going to into Metrocentre?

Draw a time on the clock



What time am I going to into Metrocentre?

- intu Metrocentre is **busiest** on Saturdays and Sundays

- intu Metrocentre is quietest on Mondays, Tuesdays and Wednesdays from 9.00am - 12.00pm

During events, sales and Christmas, intu Metrocentre can be very busy and look different.

Section 2 - Busy times at intu Metrocentre

This is what the centre may look like during Christmas, school holidays and when events are taking place at the centre. It can be very noisy.



Christmas



Everyone's Invited weekend



School holidays

Section 3 - How will I get to into Metrocentre?

You can get to into Metrocentre by car



You can park your car in one of our car parks. The blue multi-storey car park has the most Blue Badge spaces and is one of the easiest entrances into the centre.



You can also get the bus



The bus stop is a short walk into the centre up the escalator. The first shops you will see are WHSmiths and Greggs. Around the corner from these shops you will enter the main centre.



You can also get the train

The train station is a short walk into the centre along a long corridor.



Section 3 - How do I get into intu Metrocentre?

When traveling by bus and train, you enter the centre through the blue mall. You can also use this entrance when parking in the blue multi-storey car park. The entrance looks like this:



If you are unable to park in the blue multi-storey car park, you may enter the centre through one of 11 entrances.



Section 4 - How do I find the toilets

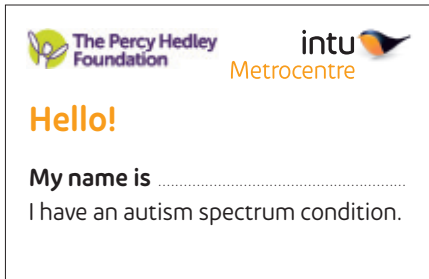
Follow the signs to find the toilets.



The quietest toilets are located in the red mall near Debenhams. The map within this guide will show you where all our toilets are located.

Section 5 - How will I be supported?

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 will be included in the pack or you can pick one up from any of our customer services desks
- They can be downloaded from our website



If you want you can use our autism awareness wristbands:



- The wristbands are for you to use if you want to tell staff about your autism
- They will be included in the pack or you can pick one up from any of our customer services desks
- If you need help ask any intu member of staff

If you need help, our staff will be wearing:



Our customer service team



Our security team



Our environmental services team

Not all our staff wear a uniform, but they will all be wearing a badge with their name on.

Our staff have received autism awareness training so will be happy to help you.



Section 6 - What can I do at intu Metrocentre?

You can shop. There are lots of shops at intu Metrocentre. Here are our three biggest:



Debenhams is located in the red mall



House of Fraser is located in the green mall



Marks & Spencer is located in the green mall

To find out where these shops are located, please refer to the map on pages 14 - 16.

Section 6 - Where will I visit?








I am going to visit...

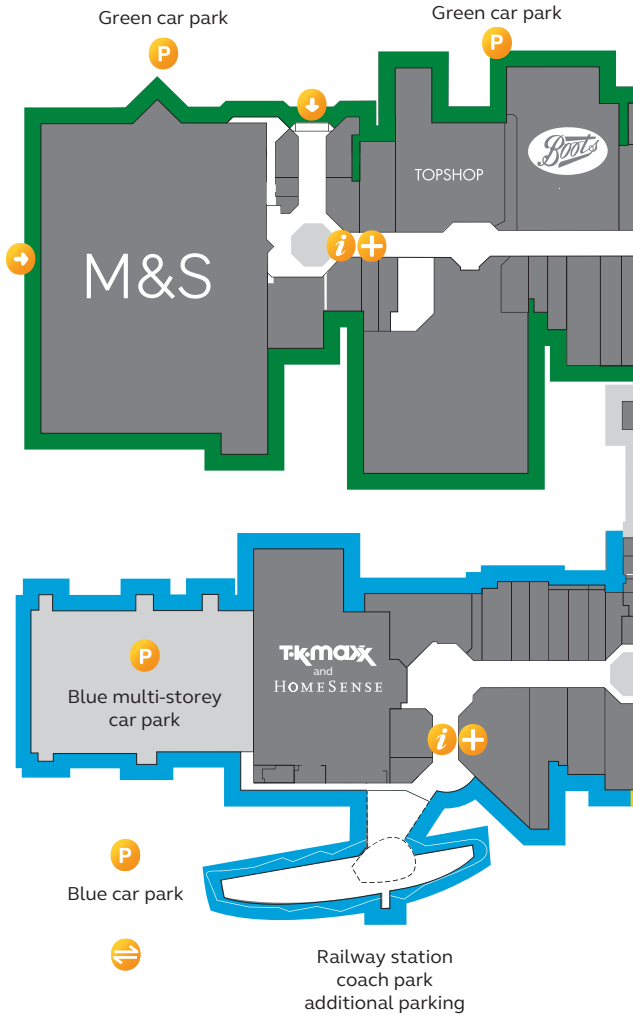
List which shops you will go to. A list of all our shops can be found on our website at: www.intu.co.uk/metrocentre/stores

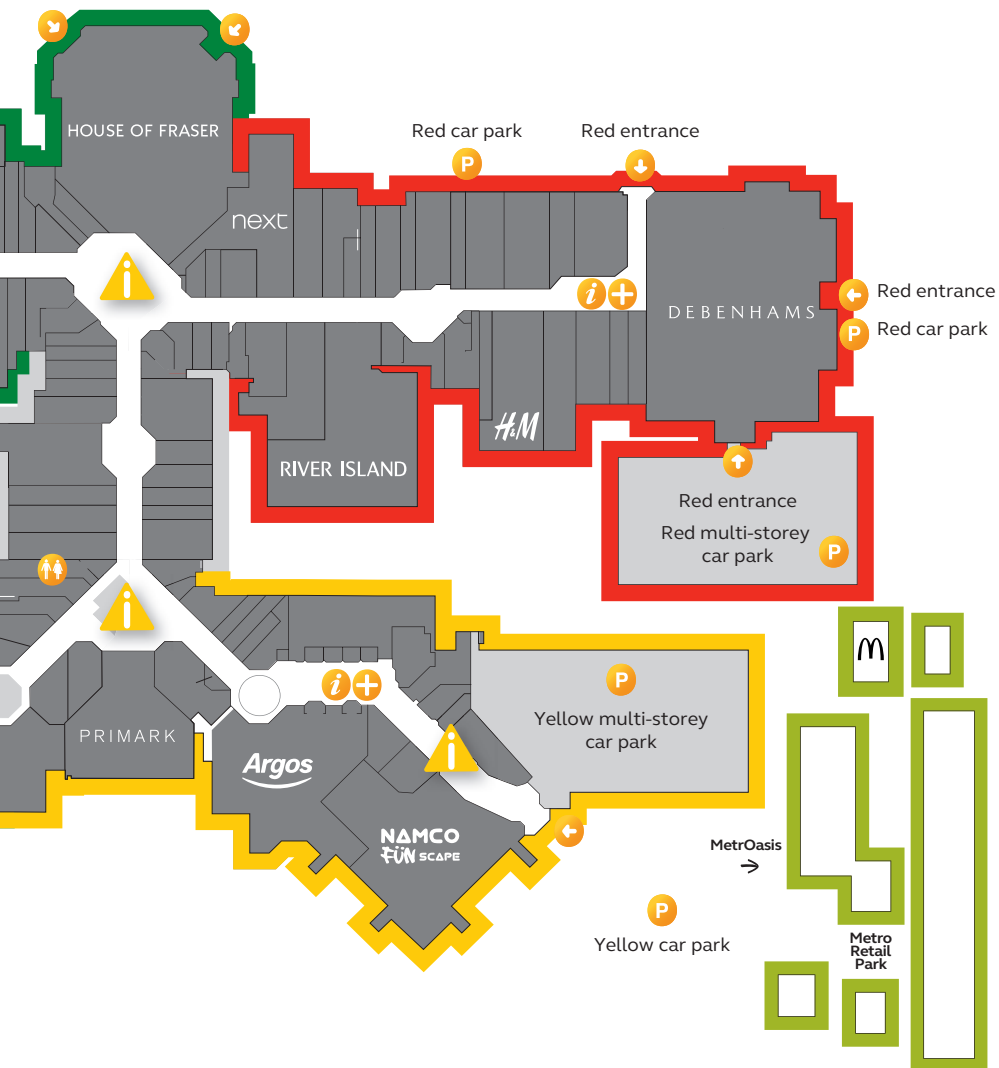
Section 7 - A map of intu Metrocentre

Lower mall

Map key

-  Toilets
-  Entrance
-  Car parks
-  Customer service desk
-  Public transport interchange
-  First aid
-  Noisy and busy








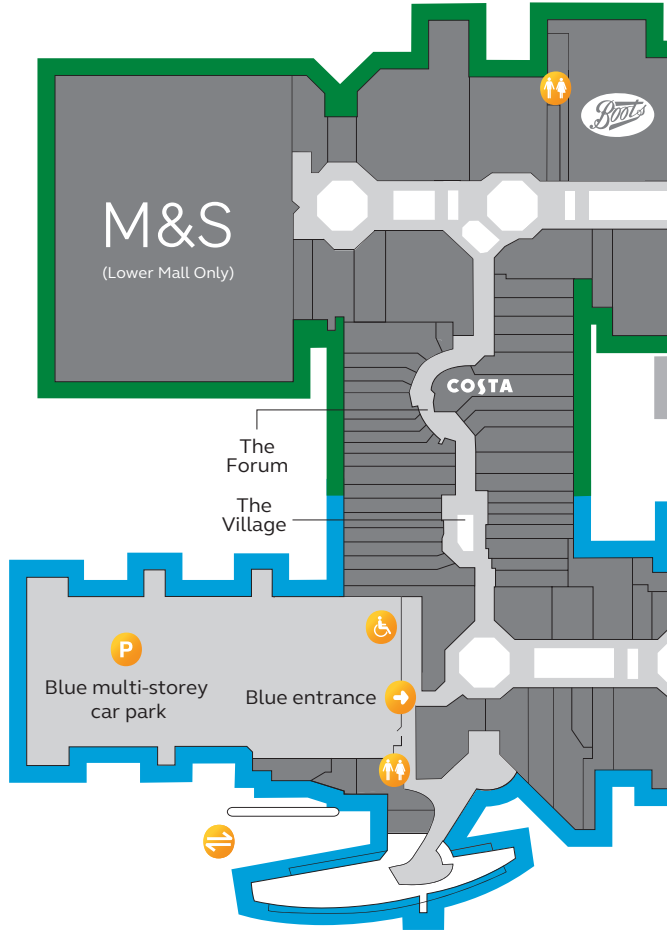


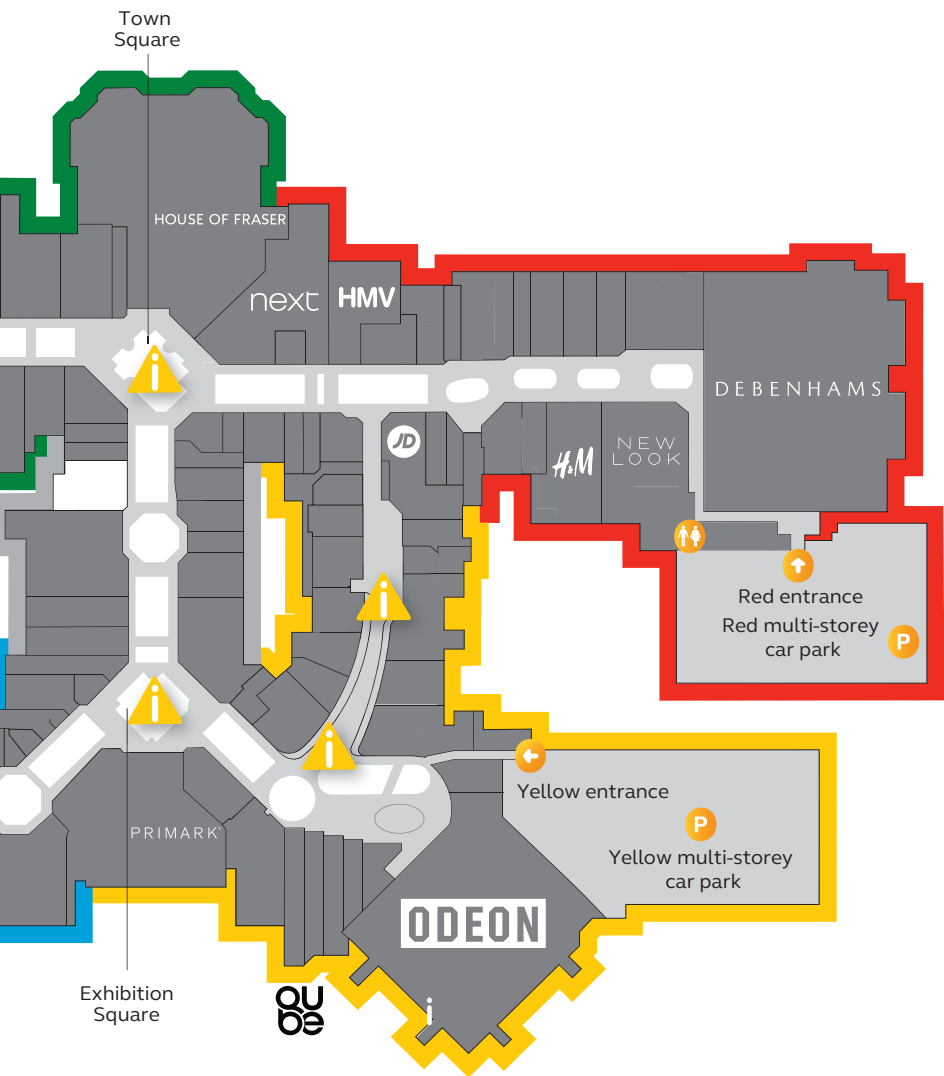
Section 7 - A map of intu Metrocentre

Upper mall

Map key

-  Toilets
-  Entrance
-  Car parks
-  Public transport interchange
-  Noisy and busy





Section 8 - Dining at intu Metrocentre

You can eat at intu Metrocentre.

The Qube in the yellow mall is our main area for dining, (the Qube can be busy and noisy). There are lots of places to buy food.

Quiet times are Monday to Wednesday 9.00am - 12.00pm.

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

www.intu.co.uk/metrocentre/restaurants

Examples of some of the restaurants are below:



Byron



Thaikhun



Five Guys

We have lots of different restaurants around the centre. From eating in to takeaway we have a great range. If you would like to take your food away, please see below three eating places where you can take food away.



Subway



Costa Coffee



Five Guys

Section 8 - Packed lunch

You can also bring a packed lunch.



You can eat your packed lunch on one of the seats in intu Metrocentre.



Bringing a packed lunch with you can sometimes make your visit quieter.

Section 9 - What else can I do at intu Metrocentre?

You can visit the cinema.



The Odeon cinema holds autism friendly screenings.
Please visit: www.odeon.co.uk for up to date film listings.

You can go to the arcade called Namco Funscape.*

You can also go bowling at Namco Funscape.



*The arcade can be very busy and noisy.

Section 9 - What else can I do at intu Metrocentre?

If you need to get some fresh air, you can visit our playground.



The playground is located outside the entrance next to Namco Funscape (yellow mall).

Section 9 - What other things will I see at intu Metrocentre?

You might see:



The train



Heart of a thousand crystals



Poppy chandelier

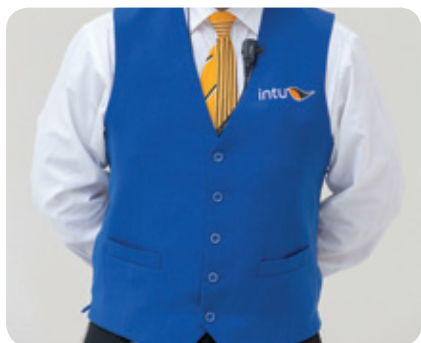
Section 10 - Who might I see at intu Metrocentre?



Environmental services team



Customer service team



Security team



Other shoppers



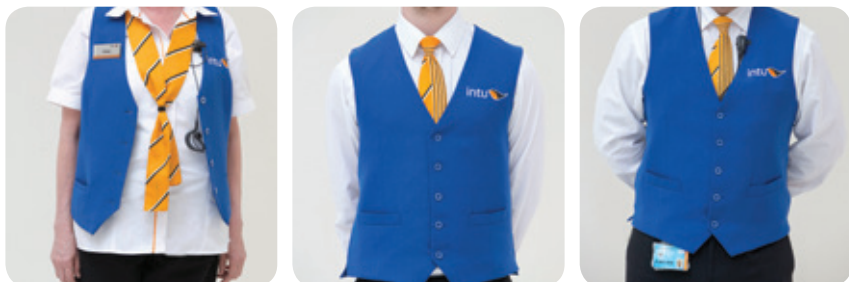
Metrognomes



Management team

Section 10 - What to do if things go wrong?

You can find any member of intu staff.



You can go to any one of our customer service desks. They are located in on the ground floor in the following locations:

- **Red mall** (near Debenhams)
- **Green mall** (near Marks & Spencer)
- **Yellow mall** (near Argos)
- **Blue mall** (near TK Maxx)

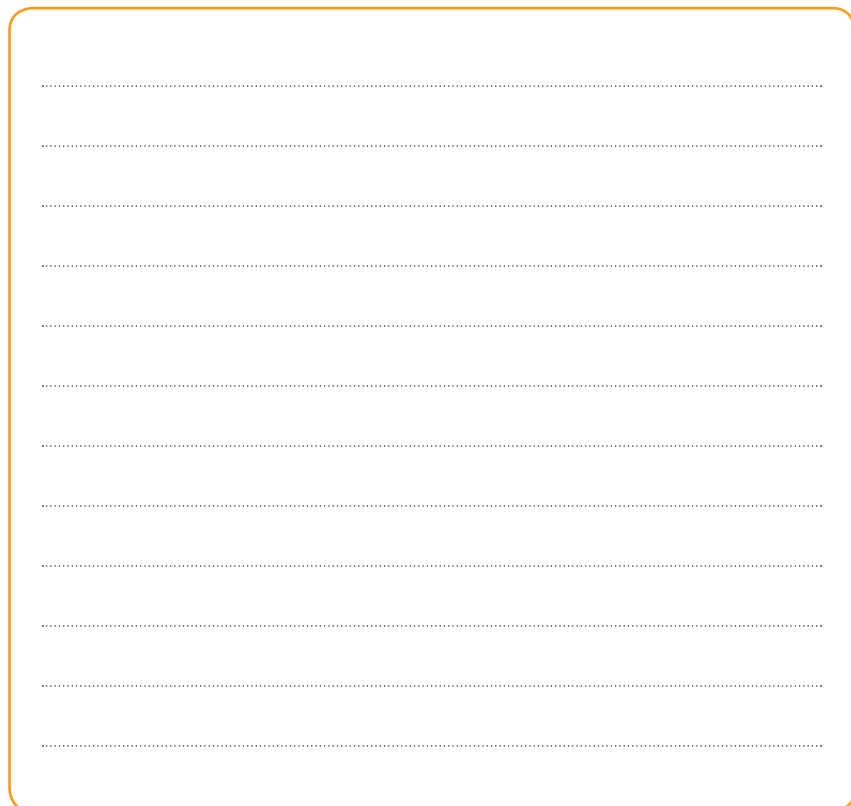


Section 10 - What to do if things go wrong?

If you have an autism awareness card or wristband show them to our staff. Tell our staff about your emergency

- I am lost, please help
- I have lost something
- I need some trained in first aid
- I am feeling overwhelmed, please help me find somewhere quiet

Write more examples...



A large rounded rectangular box with an orange border, containing ten horizontal dotted lines for writing examples.

Section 11 - After my visit

What I like best about my visit to
intu Metrocentre

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What I want to do again

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What I would like to do next time

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The Percy Hedley Foundation offer a wide range of services to children, young people and adults. Their education services include Hedley's Northern Counties School, Hedley's College and residential and respite care for all ages.

For further information about The Percy Hedley Foundation, please visit their website at: www.percyhedley.org.uk call them on 0191 238 1325 or email foundation@percyledley.org.uk

Registered Charity: Number 515943



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www.intu.co.uk/metrocentre
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