



Visiting intu Metrocentre

A detailed autism friendly guide

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Hello

Welcome to intu Metrocentre, we hope you enjoy your shopping and leisure trip to the centre. This guide will support you from the early stage of planning a visit to arrival and also let you know what to do in an emergency.

Throughout your visit, there are friendly, trained staff on hand should you require our help. If you wish to talk to someone at the centre our customer service team will be able to assist. There are four desks at the main entrances to the centre which are shown on the map (see pages 12 - 14).

This guide has been produced in conjunction with The Percy Hedley Foundation. They provide a wide range of high quality, specialist and personalised care and educational support to disabled people and their families.

We welcome any feedback about this pack either via the form on pages 19 - 20 or email reception.metro@intu.co.uk

Thank you and have fun.



Gavin Prior
General manager

Section 1 - The guide

This guide is to inform our customers with autism and their parents/carers about the centre and to help them have an enjoyable visit.

In addition, we have created an easy to read visual guide to intu Metrocentre specifically for individuals with autism spectrum conditions (ASC). This booklet can also be downloaded from our website:

www.intu.co.uk/metrocentre

There is also a list of our stores, restaurants and leisure attractions on our website:

www.intu.co.uk/metrocentre/stores

We hope you enjoy your visit.

Section 2 - Visiting times

We have identified intu Metrocentre's quietest and busiest times so you can pick the best time for your visit.

Shopping opening times

Monday to Friday:	9.00am – 9.00pm
Saturday:	9.00am – 7.00pm
Sunday:	11.00am – 5.00pm
Bank holidays:	10.00am – 6.00pm

Quietest times*

Monday to Wednesday:	9.00am – 12.00pm
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Busiest times

Saturday and Sunday all day

*These times are based on an average week and can vary, particularly around Christmas, bank holidays and school holidays.

Dining

We have lots of choice for dining and some of our restaurants are open until 11pm. To view all our restaurants and their opening times, please visit: www.intu.co.uk/metrocentre/restaurants

Leisure opening times

ODEON Cinema

Monday - Thursday: 10.00am – 12.00am

Friday - Sunday: 10.00am – 1.00am

Odeon is delighted to host specially adapted autism friendly screenings of new releases one Sunday each month at 11.30am. Please visit: www.odeon.co.uk for up to date film listing.

Namco

Namco Funscape* is a family entertainment centre. Entertaining people of all ages, the venue features 18 tenpin bowling lanes, an extensive arcade games area with all the latest and greatest machines, children's soft play, a comfortable bar and pool lounge showing Sky Sports and delicious food and drink options.

*Please note that Namco can be very busy and noisy.

Section 3 - Planning your trip

intu Metrocentre website

Our website has all our recent news, such as changes to opening times, shop relocations, listings of up and coming events and offers. The list of up and coming events may help you decide when it's best to visit and prepare you, or the person you are visiting with for changes: www.intu.co.uk/metrocentre/whatson

Social media

You can also see what's going on at the centre via our social media channels. Like us on facebook at [intu Metrocentre](#) or follow us on twitter [@intuMetrocentre](#)

We will also be able to answer all your questions via social media between 9.00am - 5.30pm Monday to Friday.



Free wifi

Free wifi is available throughout intu Metrocentre. Please search for the intu Metrocentre free wifi connection in your mobile device settings.

Queuing

We understand that queuing can be a stressful activity for people with autism. To help you avoid queuing as much as possible, we have a few suggestions.

When you see a product you love, you can order it online and have it sent to one of our centres free of charge! Simply add the product to your shopping bag and head on to checkout. We'll give you a call or email when your order is ready for collection. You can also visit us at quieter times (see page 4).

Section 4 - Parking and transport

Parking at intu Metrocentre is free. There are almost 10,000 free parking spaces in four colour coded car parking areas (blue, green, yellow and red car parks), which link to the colour coded malls. The red and green car parks generally close around one hour after trade with the yellow and blue car parks staying open until around 12.30am.

For full details on travelling to the centre, please visit:

www.intu.co.uk/metrocentre/centre-information/how-to-find-us

Disabled parking

Each of our car parks also has designated disabled and accessible parking facilities. Please ensure you have a valid disabled badge on display when parking in one of our blue badge spaces.

All car parks have blue badge spaces; our blue multi-storey has the most spaces within the centre car parks.



Section 4 - Toilets

Our clean, spacious toilets (and accessible toilets) can be found on:

- Lower Exhibition Square near Primark
- Upper blue mall near the public transport interchange entrance
- Upper green mall near Boots
- Upper red mall near Debenhams

Assisted changing facility

intu Metrocentre's assisted changing facility is located on the upper red mall close to Debenhams.

The facility has a Horcher Unilift Track Hoist, changing bench with shower and a Lima Lift toilet.

The facility is operated on a free of charge membership scheme. Membership is granted by registering at the red customer service desk on the ground floor. Please provide a valid form of ID (driving licence, utility bill or passport) when registering.

Section 5 - Quiet space

intu guest services

intu guest services also allows shoppers at the centre a place to relax with the daily newspapers and browse the internet on our iPod bases. If you need to find a quiet space this is a great place to head to. intu guest services is situated in lower blue mall at the bottom of the bus/train station escalators leading into blue mall.



Section 6 - What can you do at intu Metrocentre

Shopping is one of the main activities at intu Metrocentre. To help you, or the person you are with, navigate around the shops, here are four pictures of our largest stores in the centre, which you can use as signposts.



Debenhams is located in the red mall



Primark is located in the yellow mall



House of Fraser is located in the green mall










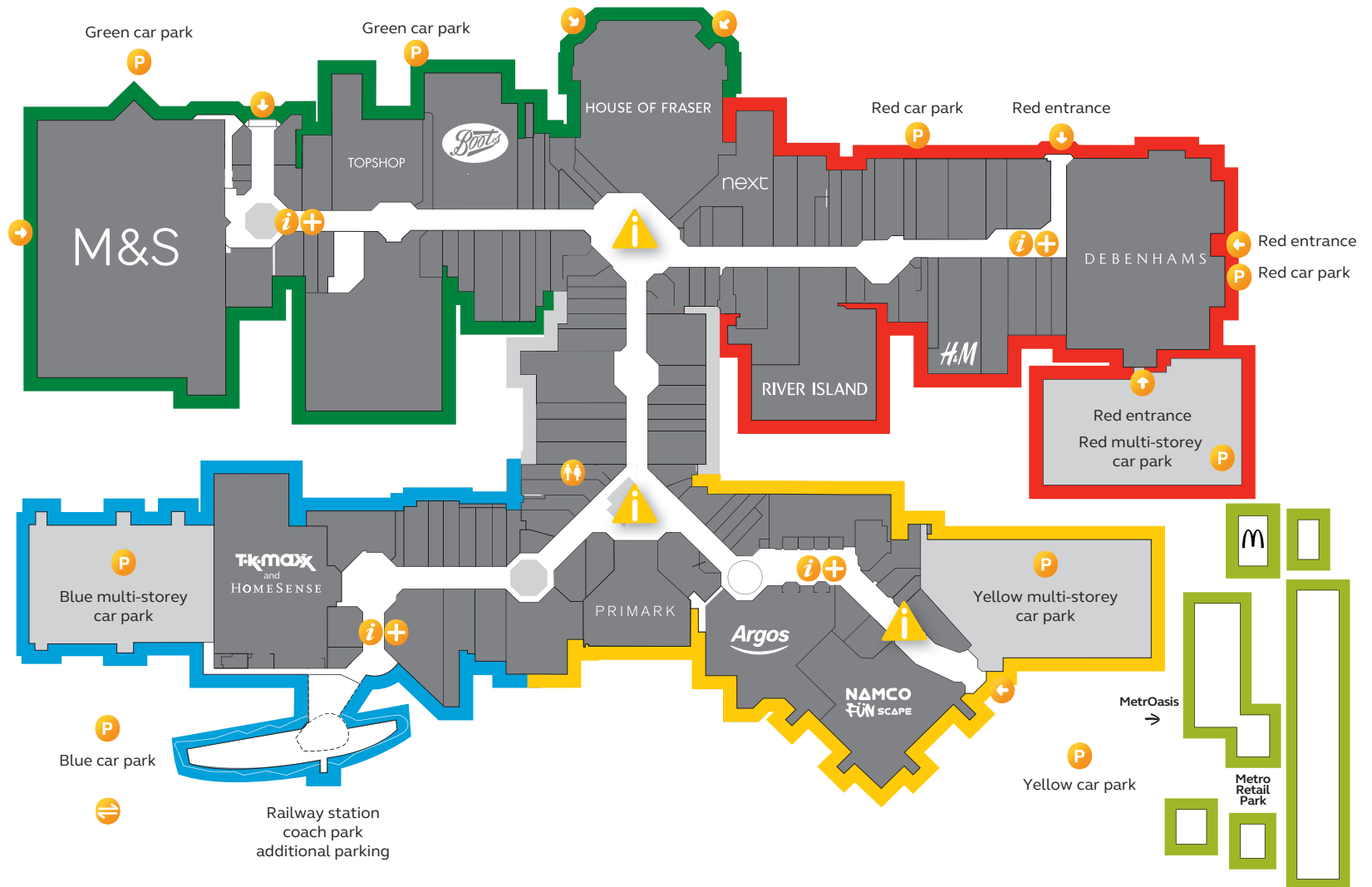
Marks & Spencer is located in the green mall

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

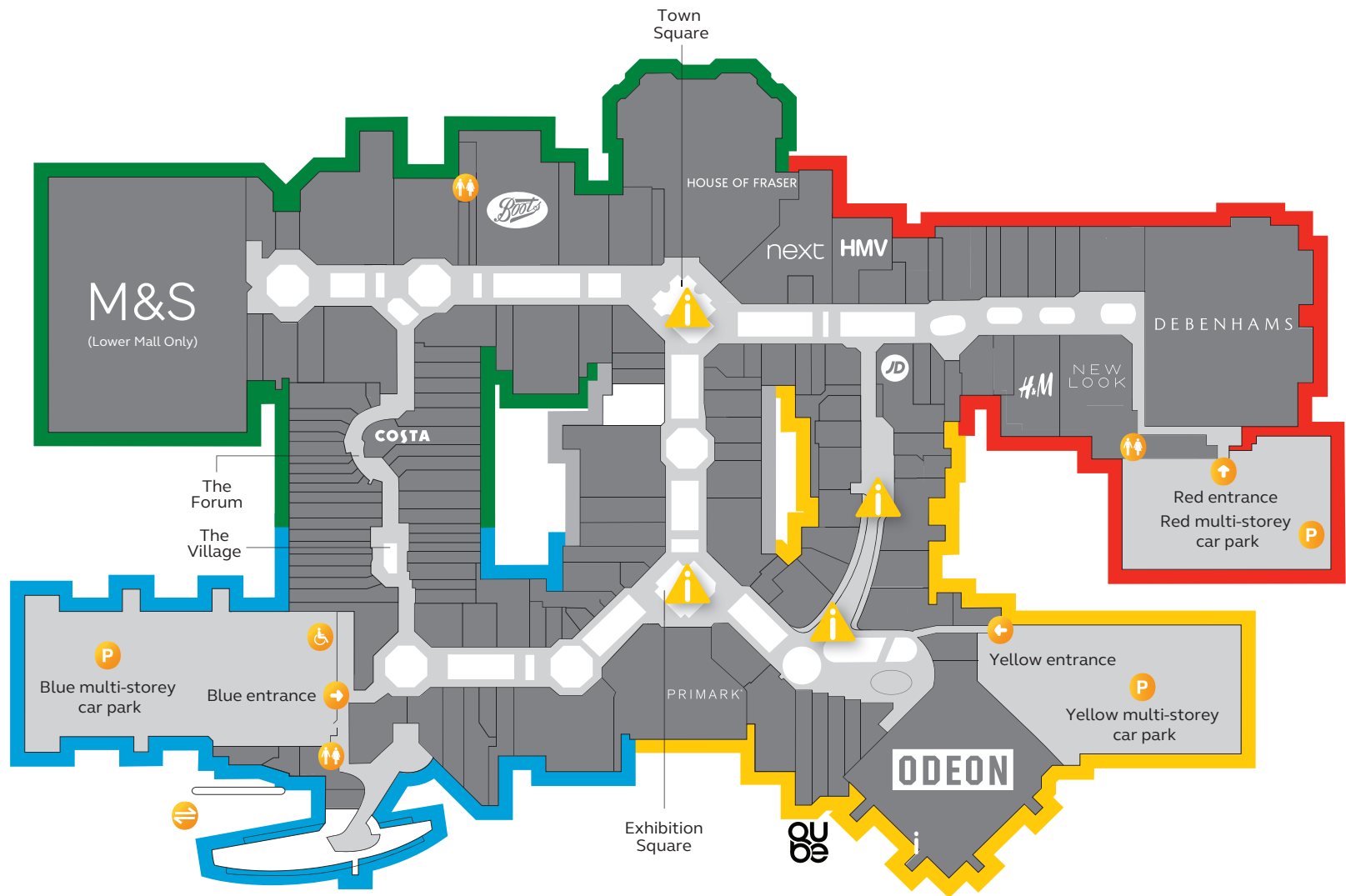


Section 7 - A map of intu Metrocentre

Upper mall

Map key

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



Section 8 - MetrOasis

MetrOasis is an extension of intu Metrocentre, which contains restaurants and take away options. They have:

- Starbucks
- Harvester
- Toby Carvery
- Krispy Kreme



Please note: the restaurants can be very busy and noisy at peak lunch time trade, 12.00pm - 2.00pm.

Section 8 - Dining at the centre

The Qube is one of our busiest and noisiest areas for dining at the centre. We have therefore identified a number of quieter eateries.

There are restaurants and cafés in:

- Debenhams
- Marks & Spencer
- WHSmith

... To name but a few. A full list of our restaurants can be found on our website: www.intu.co.uk/metrocentre/restaurants



If you bring your own food we have seating on the malls or you can sit within the intu guest services lounge in the blue mall.

Section 9 - What if something goes wrong?

If you need support during your visit to intu Metrocentre please call our customer service teams on **0191 493 0219**.

Or you can approach one of our staff members. If you have chosen to wear our wristband or carry our card, please show them to our staff during an emergency.



Environmental services team



Customer service team



Security team

Section 10 - Feedback questionnaire

We would love to hear your thoughts about your visit so we can constantly look to improve our service to you.

Was the autism friendly guide to intu Metrocentre helpful?

Yes / No Delete as appropriate

Why?

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.....

What could be improved?

.....
.....

Were the awareness cards helpful?

Yes / No Delete as appropriate

Why?

.....
.....

What could be improved?

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.....



Section 10 - Feedback questionnaire

Do you have any overall comments?

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What was the most enjoyable part of your visit?

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How could intu Metrocentre be more autism friendly?

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.....

Please hand this questionnaire into the one of the customer service desks. Thank you for your feedback.



Section 11 - How can intu Metrocentre support you?

Autism awareness card and wristband

To support you or the person you are visiting with, we have created our own autism awareness card and wristband in conjunction with the Percy Hedley Foundation. This card and band is included in this pack. Alternatively you can download the card from our website or pick up a card and wristband at one of our customer service desks (see map on pages 12 - 14).

The autism awareness cards are to be used at your discretion, when and if an occasion presents itself and where you wish to inform staff or other shoppers that you/your companion has autism, quickly and discreetly.

Our autism awareness wristbands are orange. If an emergency occurs, the responding member of staff will be able to quickly and accurately identify that you, or the person you are with has autism and can therefore support you appropriately. The bands have been created to be worn at your discretion and for your reassurance. Staff on our customer service desks have all received autism awareness training.



The Percy Hedley Foundation offer a wide range of services to disabled children, young people and adults. Their education services include Hedley's Percy Hedley School, Hedley's Northern Counties School, Hedley's College and residential and respite care for all ages. Adult services include residential services and an ever increasing variety of meaningful opportunities at our day centres.

The Sports Academy offers a wide range of disability sports, catering for all ages and its facilities are used not only by many local disabled groups, but also for regional and national events.

For further information about The Percy Hedley Foundation, please visit their website: percyhedley.org.uk, call them on **0191 238 1330** or email foundation@percyhedley.org.uk

Registered Charity: Number 515943



www.facebook.com/intuMetrocentre/

www.youtube.com/user/metrocentregateshead

[@intuMetrocentre](https://twitter.com/intuMetrocentre)

www.intu.co.uk/metrocentre

0191 493 0200