

Sensory Shopping

My visit to...
The Mercury
Shopping Centre

A detailed accessibility guide



Welcome to The Mercury

The Mercury 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 Mercury 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 Help Desk or online at: www.themercurymall.co.uk

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

Thank you and take care.

Natalie Bays
Deputy Centre Manager

The Mercury

Address: Mercury Gardens, Romford, Essex. RM1 3EE

Telephone: 01708 733620

Website: www.themercurymall.co.uk

Guides

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

Visiting times

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

We are open 7 days a week. We have our special Sensory shopping day on a Tuesday.

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: 11.00am - 5.00pm

Quietest times*:

Monday / Tuesday (Sensory Shopping day)

Busiest times:

Wednesday / Friday / Saturday

During events, sales and Christmas, The Mercury Mall can be busier and look different. Average time at The Mercury is 2 hours.

Planning your visit

The Mercury 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:
<http://www.themercurymall.co.uk/stores>

At the Centre



You can get to The Mercury Shopping Centre in the car. The Mercury Centre carpark is open 24 hours a day, 7 days a week.

We offer Blue badge spaces for registered Blue Badge holders, and child friendly parking spaces, which offer wider parking bays to help you access the centre.

You can also get to The Mercury Shopping Centre by bus. The bus stops are directly outside the centre in Mercury Gardens. The centre is served by busses 165, 193, 248, 252, 294, 365, 370, 373, 496, 647, 649, 650, 5, 103, 174, 175, 347, 498, 499.

Toilets



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

- Level 1, next to Teatots Stay and Play Café.

What can I do at The Mercury?

Shopping is one of the main activities at The Mercury 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: sells things for your home, food and gifts. It is located near the car park on level 2.



Asda: sells food and drink as well as clothes and toiletries. It is located on the first floor near Asda Link and Dolphin approach entrances.

You can find entertainment at The Mercury Shopping Centre.

- Premiere Cinema is located on level 3 near the car park.
- Mecca Bingo is a bingo hall and is located on level 3 near the car park.

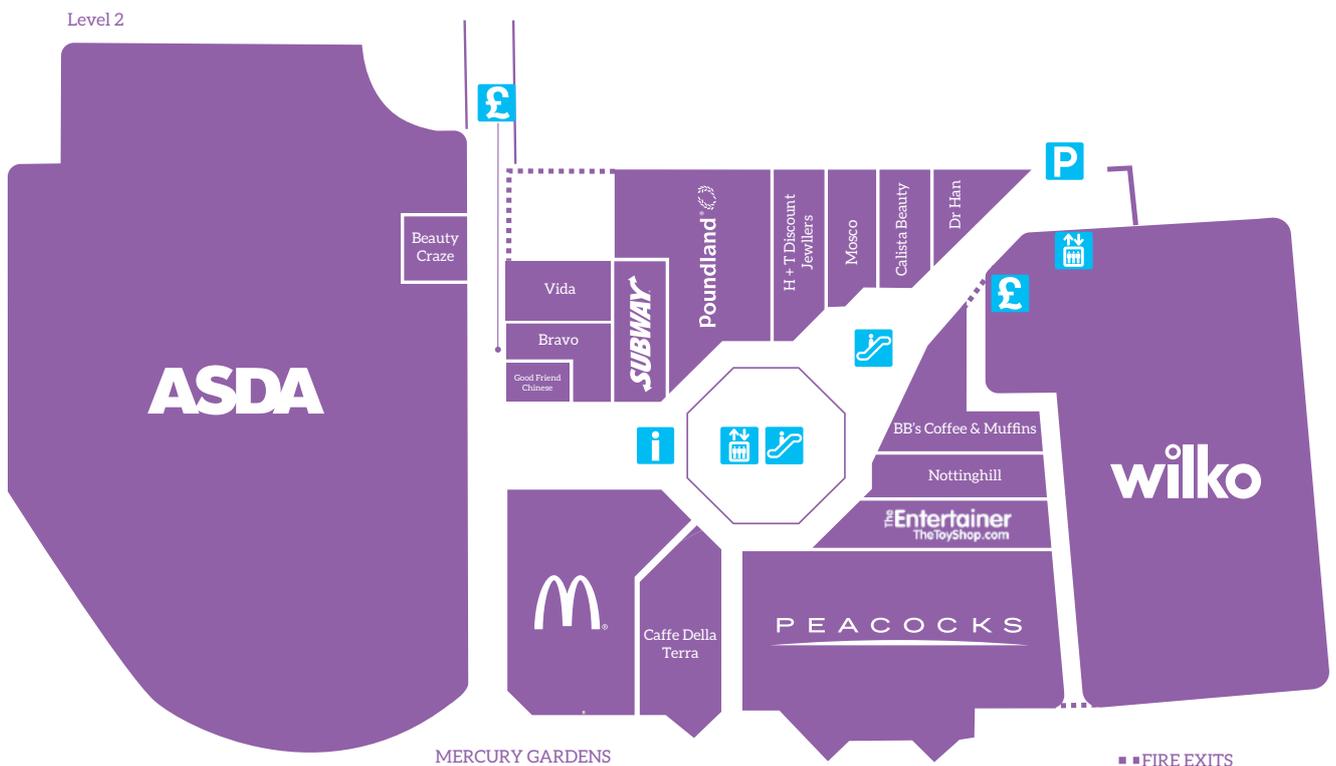
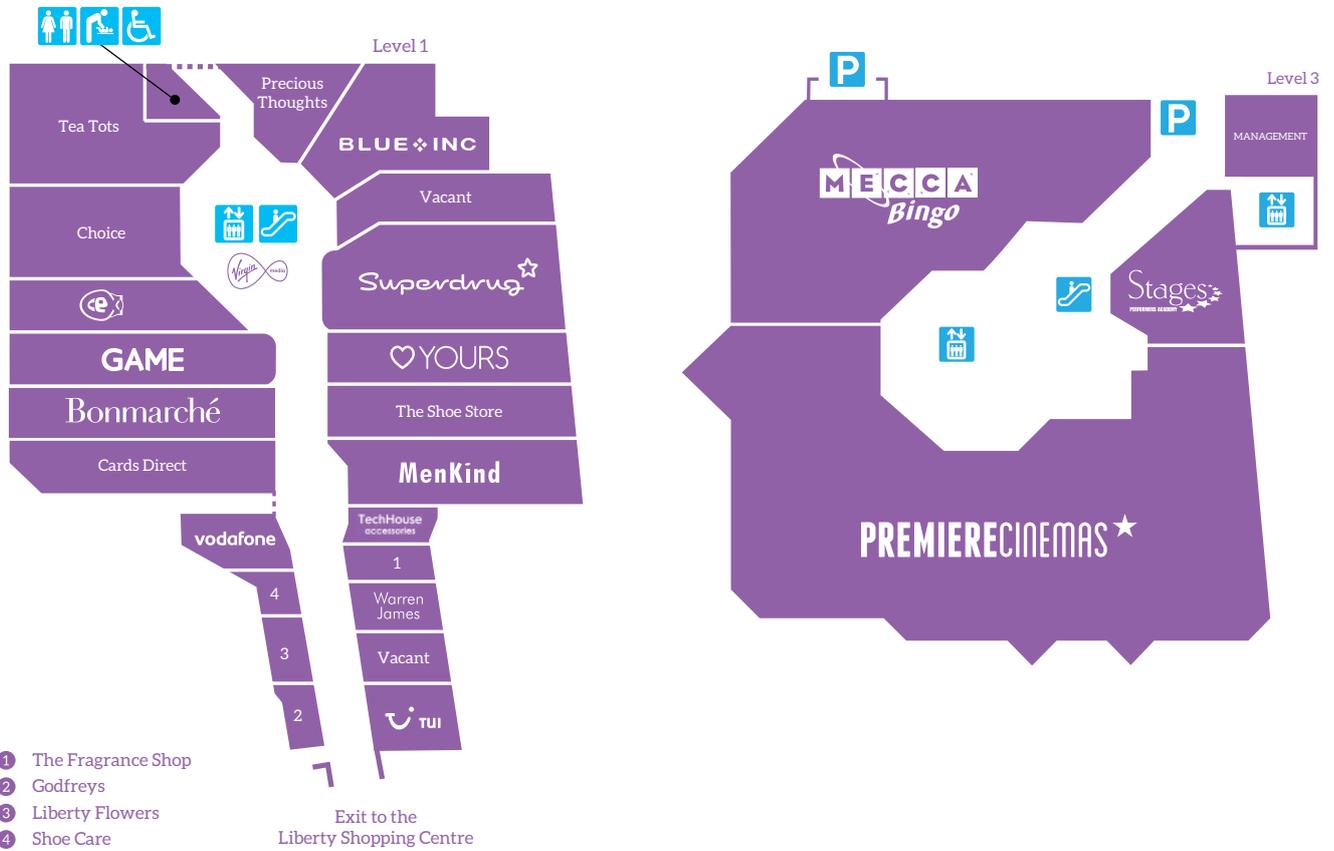


Premiere Cinema: Is an 8 screen cinema also selling snacks and drinks. Located on Level 3.



Mecca Bingo: Is a 648 seat Bingo Hall, selling food and drinks. It is located on Level 3

Floor Plan



Eating Out

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



Caffè Della Terra: sells pizza, pasta and coffee. It is located on level 2, near the bus stop entrance.



McDonalds: Sells burgers and fast food, it is located on Level 2, near the ASDA link entrance.



Subway: Sells sandwiches and cookies, it is located on Level 2, near McDonalds



BB's Coffee and Muffins: Sells coffee, sandwiches and muffins, it is located on Level 2 near our helpdesk, it has outside seating too.

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. Our benches are located near the Mercury Gardens entrance, near Café Della Terra and Peacocks on Level 2.

Who might you see at The Mercury?



Customer Service Staff



Security Staff



Maintenance Staff



Other Shoppers

You might also see:



Promotional Kiosks



Lifts and Escalators

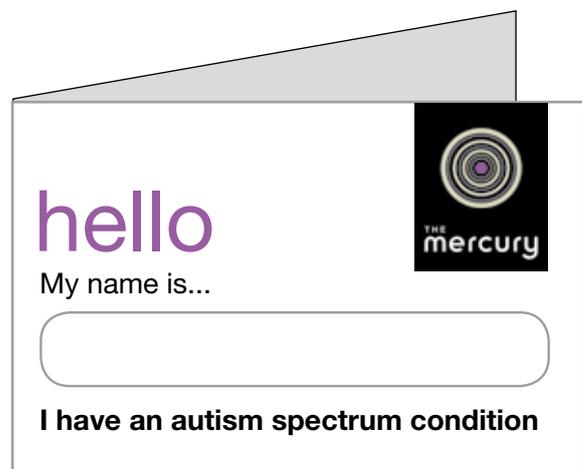
How will I be supported?



The Mercury Helpdesk: located on Level 2, Outside BB's Coffee Shop.

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 visitor information desk. The Mercury Shopping Centre Helpdesk is located on Level 2, Outside BB's Coffee Shop. The Autism Awareness cards are to be used at your own discretion.



What to do if something goes wrong?

If you need support during your visit to The Mercury please call our customer services team on **01708 733620** or email **www.themercurymall.co.uk**

You can also talk to any member of The Mercury Shopping Centre staff or go to the Helpdesk located on Level 2, near BB's Coffee Shop.

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 The Mercury 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?