



THE
mercury

Sensory Shopping

My visit to...
The Mercury
Shopping Centre

A visual accessibility guide



What is The Mercury?

The Mercury is a Shopping Centre in Romford.

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

Telephone: 01708 733620

Website: www.themercurymall.co.uk

What day am I going to The Mercury? (Please tick)

Monday

Tuesday

Wednesday

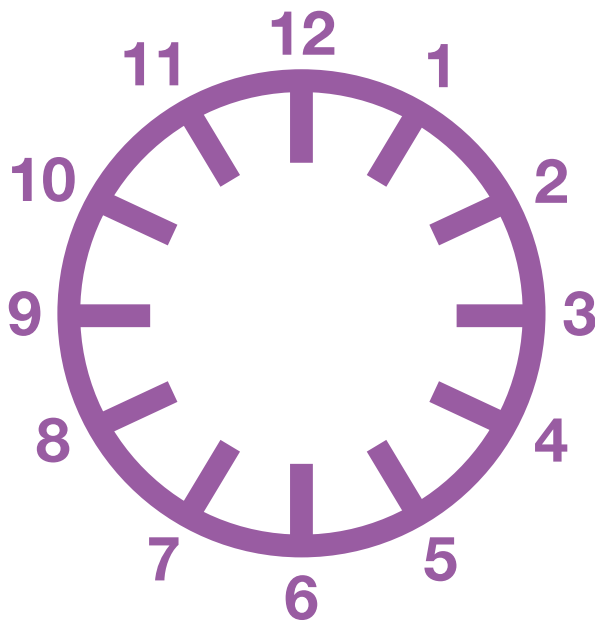
Thursday

Friday

Saturday

Sunday

What time am I going to The Mercury? (Please tick)



- The Mercury is **BUSIEST** on Wednesday / Friday / Saturday
- The Mercury is **QUIETEST** on Monday / Tuesday
- We are busier around Christmas and School holidays.

I will be at The Mercury
for about...

hours

minutes



**During events, sales and
Christmas, The Mercury can
be busier and look different.**

How will I get to The Mercury?



Parent & Child and Blue Badge parking spaces

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

- The Mercury 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 get to The Mercury Shopping Centre by train.

Walk left on leaving the station at Romford and walk down South Street. Continue straight down South Street, turning right into the entrance of the Liberty Shopping Centre, walk the length of the shopping centre and this will take you straight into The Mercury Shopping Centre, by Godfreys the Bakers and TUI Travel agents.



You can also get the 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.

How do I get into The Mercury?

You will enter The Mercury through one of 6 entrances.



Through the Level 1 Link entrance (near Godfrey's).



Through the Mercury Gardens entrance (near Peacocks).



Through the Asda Mercury Entrance (Near Asda and McDonald's).



Through the Asda Dolphin Approach (near the small roundabout).



Through the Level 3 Car Park Entrance (Near Mecca / Premiere Cinema).



Through the sliding doors car park entrance on level 2.

How do I find the toilets?



Toilets

The Mercury 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.

How will I be supported?



Visitor help 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 Visitor information desk located on Level 2, outside BB's Coffee Shop.

hello

My name is...

I have an autism spectrum condition

How will I be supported?

If you need any help ask any The Mercury's member of staff.



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

What can I do at The Mercury? (Tick what you see)

You can shop at The Mercury.

There are lots of shops at The Mercury. Here are our four biggest shops and attractions.



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.



Premiere Cinema: located on level 3 near the car park.



Mecca Bingo: a bingo hall, it is located on level 3 near the car park.

I am going to visit...

List what shops you will go to.

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

www.themercurymall.co.uk/stores

You can eat at The Mercury.

There are lots of places to eat at The Mercury. Here are our quietest eateries.



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



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

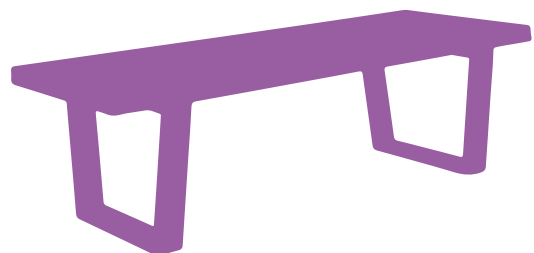
If we eat at a restaurant in The Mercury today, we might eat at:

(A list of our restaurants can be found on our website: www.themercurymall.co.uk/stores)

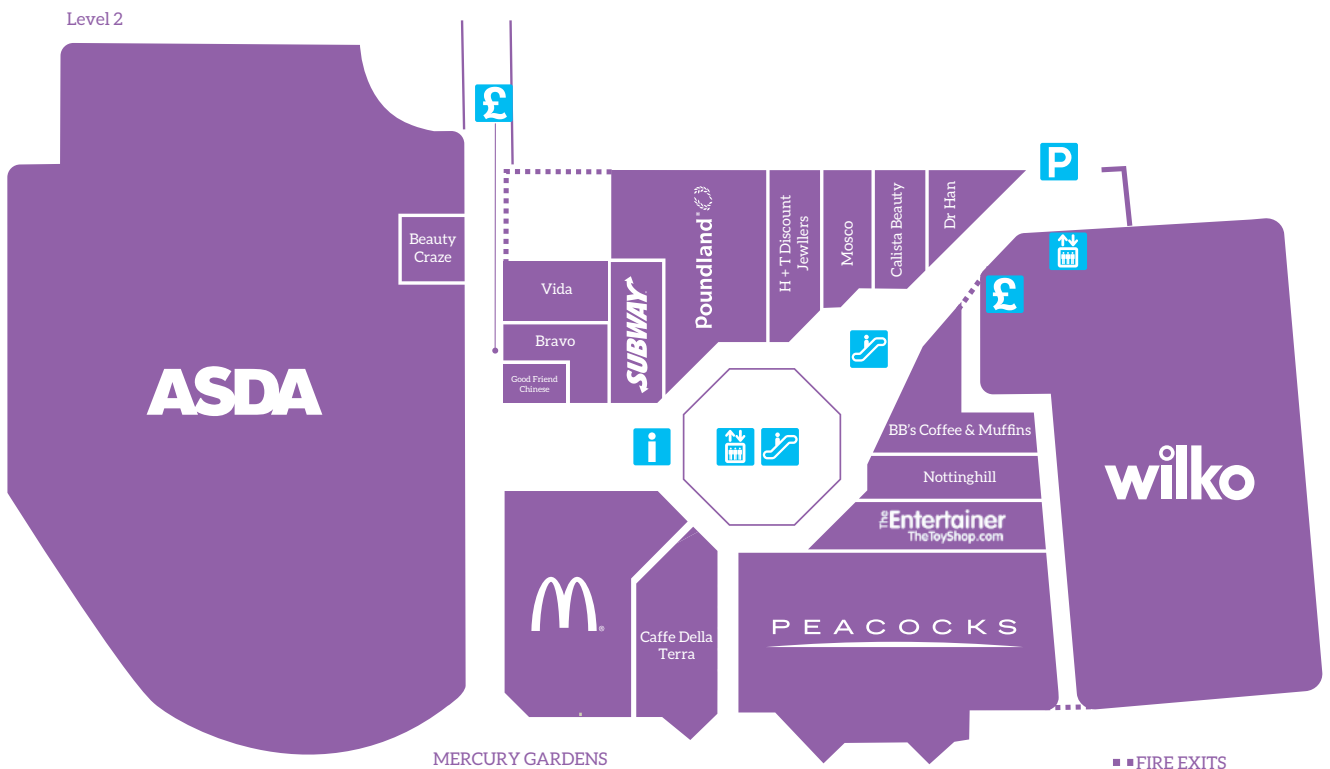
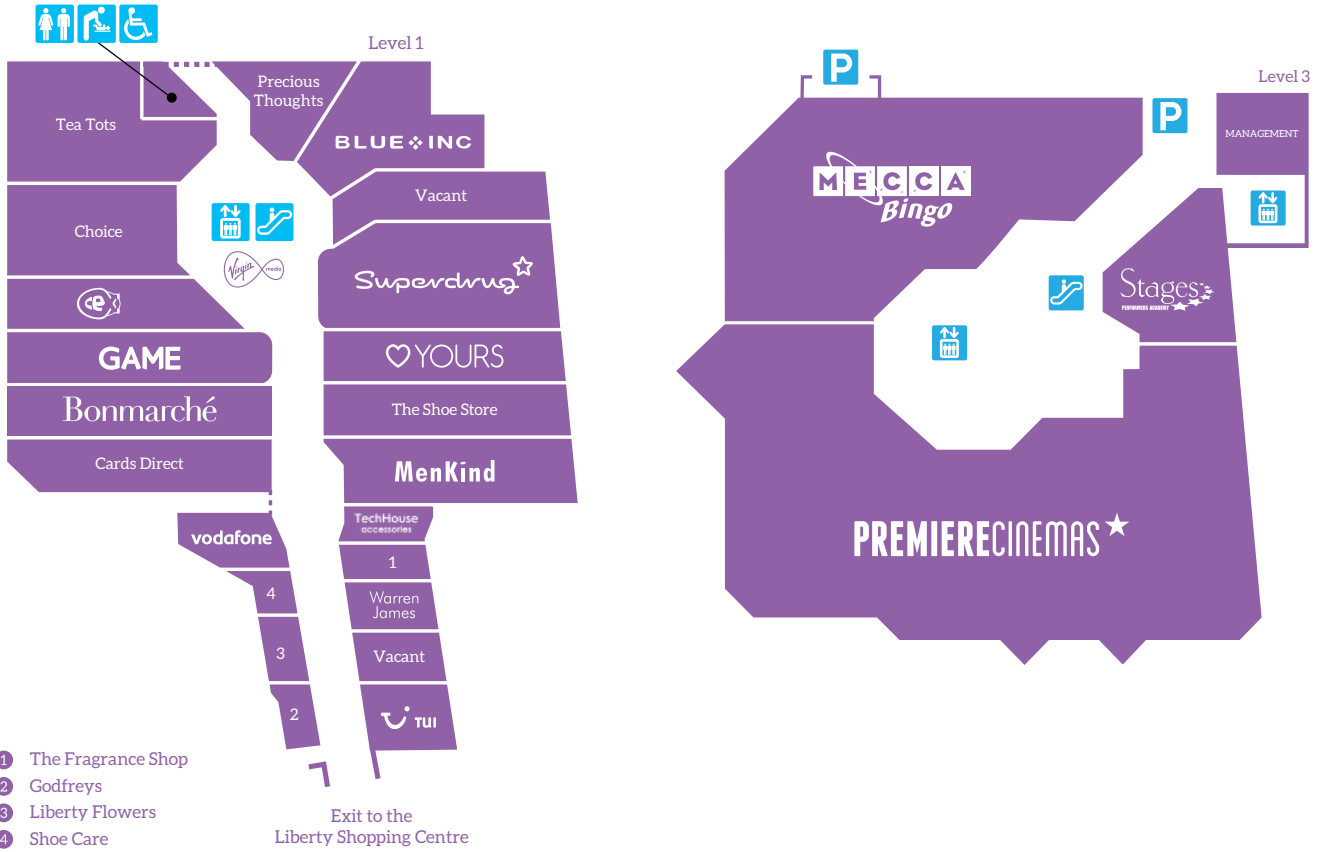


You can also bring a packed lunch.

- You can eat a packed lunch on one of the benches in The Mercury. The quietest area to sit on a bench is near the Mercury Gardens entrance, near Café Della Terra and Peacocks on Level 2.



Floor Plan



Who might I see at The Mercury? (Tick what you see)

You might see our:



Customer Service staff



Security Staff



Cleaning Staff



Maintenance Staff



Other Shoppers



Management Team

What other things will I see at The Mercury? (Tick what you see)

You might also see:



Photo Booths



Lifts and escalators



Promotional Kiosks



Seasonal Decorations



Kids rides



Retail Merchandising Units



Visual Store Guide

What to do if things go wrong?


You can find any member of The Mercury staff



You can go to the visitor information desk located on Level 2, Outside BB's Coffee Shop.

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...

What I liked best about my visit to The Mercury

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?