



Photograph courtesy of Seth Whales

Visiting **intu Trafford Centre** A **detailed** autism friendly guide

Welcome to our Centre

intu Trafford 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 intu Trafford Centre we want to give all our customers the best possible customer experience. This is why we have worked in partnership with Together Trust to develop 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 Customer Service Desk or online at www.intu.co.uk/traffordcentre

We welcome any feedback about this pack and feedback forms can be found on page 18-19.

Thank you and take care.

Richard Paxton
General Manager

Photography throughout the guide by Brian Higson, Dan Thompson & Diane Warburton, intu Trafford Centre staff

Guides

This detailed guide to intu Trafford Centre has been produced in partnership with the Together Trust. The purpose of this guide is to inform 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 intu Trafford Centre specifically for individuals with autism spectrum conditions (ASC). If you, or the person you are visiting intu Trafford Centre with, has ASC you may want to download that guide instead. The guide includes an easy read map of intu Trafford Centre.

Visiting times

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

Opening times

Shopping

Mon-Fri: 10am-10pm
Sat: 10am-9pm
Sun: 12noon*-6pm
Bank Holidays 10am-8pm
* Some smaller stores open at 11am

Dining

Mon-Thur: 10am-Midnight
Fri: 10am-Midnight & beyond
Sat: 9am-Midnight & beyond
Sun: 11am-late

Leisure

ODEON Cinema

Mon-Thur: 10am-Midnight
Fri: 10am-3am
Sat: 9am-3am
Sun: 10am-Midnight

Please check www.odeon.co.uk for up to date film listings. Autism friendly showings are available

LEGOLAND® Discovery Centre and SEA LIFE
Open 7 days 10am-7pm
(Last admission 5pm)

Please refer to the website for Easter and Christmas opening times.

Quietest times *

Mon-Wed:
10am -12noon

Busiest times

Sat and Sun all day

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

intu Trafford Centre app

We have a free intu Trafford Centre app, which is available to download on any smart phone from your app store. The app has an interactive map, called TraffNav, which can help you navigate your way around the Centre.

intu Trafford Centre website

Our website has all our recent news, such as changes to opening times, shop relocations, listings of up coming events and may help you decide when is best to visit and prepare you, or the person you are visiting with, for any changes.

www.intu.co.uk/traffordcentre

During events, sales and Christmas intu Trafford Centre can be busier and look different.

Planning your visit

intu Trafford Centre is a very 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 www.intu.co.uk/traffordcentre/stores

At the Centre

All 17 intu Trafford Centre car parks (including Barton Square) have been marked on the attached map.



All car parks have blue badge spaces however Peel Avenue 9, located near John Lewis and M&S has the most Blue Badge spaces for registered Blue Badge owners.

Toilets

All toilets and accessible toilets have been marked on the attached map. Toilets can be found at:

Lower Regent Crescent next to Debenhams and Next

Lower level of The Orient in-between Millies Cookies and Pizza Hut

Lower Great Hall under the staircase

Upper Peel Avenue in-between Boots and Millies Cookies

Upper level of The Orient next to Est

Cinema level next door to Paradise Island Adventure Golf

Please note entrance to the accessible toilet units are via RADAR lock. Keys are available from members of staff within the toilet areas or from the Customer Services Desks within the malls.

You may want to purchase your own Radar Key before you arrive. These are available from the National Key Scheme and means you have access to all disabled toilets not just at intu Trafford Centre but throughout the UK.

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:

Visit us at our quieter times (see page 3).

Try our 'Click and Collect' service. You can buy online at home and collect from our Customer Services Desk during your visit and then enjoy the rest of what our Centre has to offer.

What you can do at intu Trafford Centre

Shopping is one of the main activities at intu Trafford Centre. To help you, or the person you are with, navigate around the shops here are some pictures of three of our largest stores in the Centre, that you can use as signposts.

- John Lewis is at one end of intu Trafford Centre on Peel Avenue. It is on two floors.



- Selfridges is in the middle of intu Trafford Centre in The Dome. It is on two floors.



- Debenhams is at one end of intu Trafford Centre on Regent Crescent. It is on two floors. It is near the bus station.



First floor

Map Key

		Toilet
		Entrance
		Car park
		Noisy and busy
		First Aid/Defibrillator



Ground floor



Barton Square

Barton Square is an extension of intu Trafford Centre, which contains many homeware shops. It can be accessed by its own car park or through a long corridor accessible from the side of Boots.

Barton Square is also where you can find LEGOLAND® Discovery Centre and SEA LIFE.



There is a large outdoor area at Barton Square if you need fresh air and space.

Eating out

The Orient (food court) is one of our busiest and noisiest areas; we have therefore identified a number of quieter eateries and places that you can also sit to eat packed lunches.

There are restaurants and cafes in:

- **Marks & Spencer**
- **Debenhams**
- **Selfridges**
- **John Lewis**
- **Next**

On the malls, there is also

- **Boost Juice**
- **Eat**
- **Starbucks**
- **Mr Pretzels...to name but a few!**

If you bring your own food there are benches on the malls, or in nice weather, the picnic benches in Wilderspool Woods adjacent to The Orient is a quiet space.



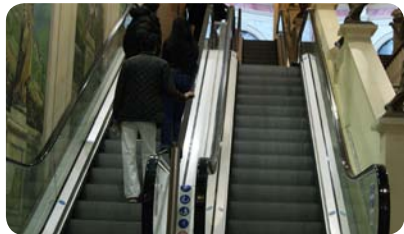
If you're visiting as a large group, we can provide an area in our Management Suite to eat, however this does depend on availability. Please pre-book with Customer Services by calling 0161 749 1720.

Cinema

The Odeon cinema is located upstairs near The Orient.



It is up a set of escalators and you can either buy tickets from ODEON staff or from a machine.



There are 20 different screens in the cinema.



Other activities

Here is a list of other activities you can do at intu Trafford Centre and the times at which they are the quietest.

ACTIVITY	QUIETEST TIME*
Mini Golf Open seven days a week 10am-11pm (last game at 10pm)	Monday - Friday : 10am-11am Sunday : 9pm-11pm
Odeon Cinema Autism friendly film screenings please visit www.odeon.co.uk for details	
Laser Quest & Rock Climbing Open 10am-10.30pm, seven days a week	Monday - Friday : 10am-3pm

*These times are based on an average week and may vary

How can intu Trafford Centre support you?

Autism Awareness Cards

Sometimes it can be hard to ask for help, we have therefore created, in conjunction with the Together Trust*, our own Autism awareness cards. These are downloadable from our website or available to be picked up from our Customer Services Desks (see map).



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

How can intu Trafford Centre Support you?

Wristbands

Our Autism Awareness Wristbands, also created in conjunction with the Together Trust*, can be collected at the Customers Services Desks (see map). Our Autism Awareness Wristbands are discreet blue paper bands. If an emergency or problematic situation were to occur the responding staff member(s) would be able to quickly and accurately identify 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.

What to do if something goes wrong?

If you need support during your visit to intu Trafford Centre please call our customer services team on

0161 749 1717 / 1718

marketing.traffordcentre@intu.co.uk

Or approach one of our members of staff. Our staff are currently receiving the Together Trust's autism awareness training.

If you have chosen to wear our wristbands or carry our cards please share them with our staff during an emergency.

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 Trafford Centre helpful?

Yes No (Delete as appropriate)

Why?

.....

What could be improved?

.....

.....

Were the awareness cards helpful?

Yes No (Delete as appropriate)

Why?

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What could be improved?

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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 Trafford Centre be more autism friendly?

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Please hand this questionnaire into the Customer Service Desk in the Main Dome. Thank you for your feedback.

About our charity partner



The Together Trust is a charity that offers care, support and special education to children, adults and families with behavioural problems, learning difficulties, physical disabilities and autism spectrum conditions. Our services are based in North West England and the surrounding areas, however, we accept referrals from all over the UK.

The Together Trust is helping intu Trafford Centre to meet your needs. They believe everybody deserves an equal chance in life. There are no exceptions.

The Together Trust have many specialist care, education and support services for individuals with autism spectrum conditions.

For further information about any of the Together Trust services or for advice about shopping with an autism spectrum condition, please visit their website www.togethertrust.org.uk, call them on 0161 283 4848 or email enquiries@togethertrust.org.uk



/SupportTogetherTrust



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Trafford Centre