

Sensory Shopping

My visit to...
**The Howgate
Shopping Centre**

A detailed accessibility guide



Welcome to The Howgate Shopping Centre

The Howgate Shopping Centre 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 Howgate Shopping Centre 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.howgateshoppingcentre.co.uk

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

Thank you and take care.

Suzanne Arkinson
General Manager

Guides

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

Visiting times

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

Opening times:

Monday: 9am - 5.30pm
Tuesday: 9am - 5.30pm
Wednesday: 9am - 5.30pm
Thursday: 9am - 5.30pm
Friday: 9am - 5.30pm
Saturday: 9am - 5.30pm
Sunday: 11am - 5pm

Quietest times*:

Sun - Tue: 9am - 10am or after 3pm

Busiest times:

Friday and Saturday all day

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

The Howgate Shopping 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.howgateshoppingcentre.co.uk

Planning your visit

The Howgate Shopping Centre 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 www.howgateshoppingcentre.co.uk/Store-Directory

At the Centre



The Howgate Shopping Centre multi-storey car park can be accessed from Cockburn Street and there are lifts to the main shopping area.

Blue badge spaces can be found on level 3 of the car park.

We have Parent & Child spaces on level 3, these offer wider bays and automatic doors to help you access the centre.

Toilets



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

- Toilets can be found downstairs via the stairwell behind the lifts near Watt Brothers. There are accessible toilets on level 5 (mall level) adjacent to the lift near Watt Brothers.
- Toilets can also be found on level 4 at the main atrium.

What can you do at The Howgate Shopping Centre?

Shopping is one of the main activities at The Howgate Shopping Centre.

To help you, or the person you are with, navigate around the shops here are some pictures of our shops in the Centre, that you can use as signposts.



The Works is located in the middle of The Howgate Shopping Centre.



New Look is located next to the food court in The Howgate Shopping Centre.



Wilko is towards the main entrance and can be entered from the shopping centre or the High Street.



Watt Brothers is opposite Wilko between the High Street entrance and Pleasance entrance.

Floor Plan



High Street main entrance



Wilko



Pleasance entrance



The Works



Help Desk



Atrium



Debenhams



- E** AVAILABLE
 - F** AVAILABLE
 - G** SUPERSTAR BARBER
 - H** B'DAZZLED
 - 25** HOSPICE BOOK STORE
 - 26A** BROWS & BEAUTY
- KIOSKS**
- 1** BEAUTY BOUTIQUE
 - 2** MOBILE PHONE KIOSK
 - 3** SKY
 - 4** BABES BOUTIQUE
 - 5** POP-UP RETAIL

LOWER LEVEL

MANAGEMENT
HAIR DRESSING
ALTERATIONS
EMBROIDERY

AVAILABLE



Food Court

Eating Out

We appreciate certain smells can be intense and overwhelming, you may find the food court area at the atrium has a stronger smell than other areas of the mall due to food preparation



Costa Coffee



Allotment Cafe

The 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.



On the mall floor there is also places to buy food to takeaway



You can eat a packed lunch on one of the benches in The Howgate Shopping Centre. The quietest area to sit on a bench is outside River Island.

Other Activities



The map of Falkirk



The stained glass window



Kiddie rides



Retail Merchandising units (gifts)



Kids Club activities

How can The Howgate Shopping Centre support you?



The Howgate Help Desk

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 Help Desk (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.

THE howgate

hello

My name is...

I have an autism spectrum condition

What to do if something goes wrong?

If you need support during your visit to The Howgate Shopping Centre please call our customer services team on **01324 631985** or email **margaret@howgateshopping.co.uk**.

Or approach one of our members of staff.

If you have chosen to carry one of our Autism Awareness cards please share them with our staff during an emergency.

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?