

# Sensory Shopping

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

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**A visual accessibility guide**



## What is The Howgate Shopping Centre?

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The Howgate is a Shopping Centre in Falkirk.

**Address:**

The Howgate Shopping Centre,  
High St, Falkirk FK1 1HG

**Telephone:**

01324 631985

**Website:**

[www.howgateshoppingcentre.co.uk](http://www.howgateshoppingcentre.co.uk)

# What day am I going to The Howgate Shopping Centre? (Please tick)

Monday

Tuesday

Wednesday

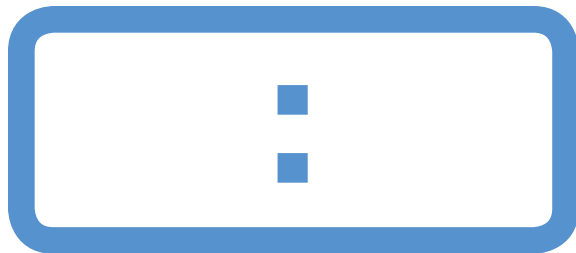
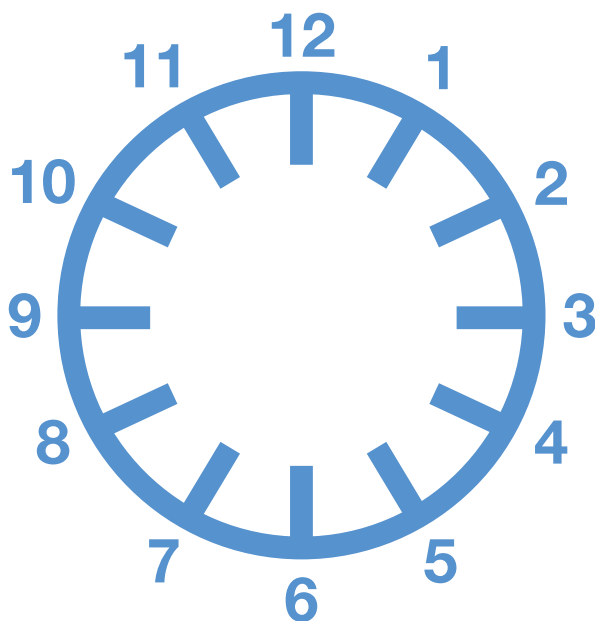
Thursday

Friday

Saturday

Sunday

# What time am I going to The Howgate Shopping Centre? (Please tick)



- The Howgate Shopping Centre is **BUSIEST** on Friday and Saturday.
- The Howgate Shopping Centre is **QUIETEST** on Sunday, Monday and Tuesday from 9am in the morning until 10am or after 3pm
- We are busier around Christmas and School holidays.

I will be at The Howgate Shopping Centre for about...

hours

minutes

**During events, sales and Christmas, The Howgate Shopping Centre can be busier and look different.**

# How will I get to The Howgate Shopping Centre?

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Parent & Child and Blue Badge parking spaces

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

- You can park your car in our multi-storey car park.
- Blue Badge spaces for registered Blue Badge owners 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.



Newmarket Street Bus Station

You can also get the bus.

- Buses will either drop you off at the Bus Station on Callendar Road or the Newmarket Street Bus Lane. Both are a 5 minute walk to the Howgate Centre's main entrance on the High Street, near the Steeple.



The Howgate Shopping Centre High Street entrance

# How do I get into The Howgate Shopping Centre?

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You will enter The Howgate Shopping Centre through one of 5 entrances.



From the High Street main entrance



From Pleasance Drop Off point



From Cockburn Street



From the High Street through Boots



From the High Street through Wilko

## How do I find the toilets?

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Follow the signs to find the toilets.

- Toilets can be found downstairs via the stairwell behind the lifts near Watt Brothers. There are accesable 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.

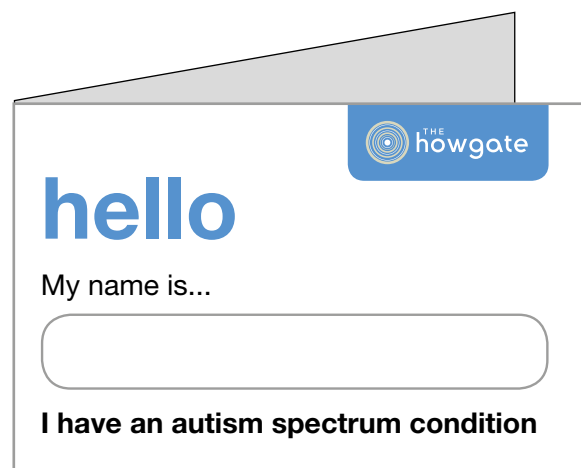
## How will I be supported?

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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 downloaded from our website at [www.howgateshoppingcentre.co.uk](http://www.howgateshoppingcentre.co.uk)
- They can be picked up from our Help Desk located opposite Dorothy Perkins.



The Howgate Help Desk

# How will I be supported?

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If you need any help ask any Howgate member of staff.



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

# What can I do at The Howgate Shopping Centre?

(Tick what you see)

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You can shop.

There are lots of shops at The Howgate Shopping Centre. Here are our four biggest shops.



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



The Works is located in the middle of 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.



# I am going to visit...

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List what shops you will go to.

A list of all our stores can be found on our website  
[www.howgateshoppingcentre.co.uk/Store-Directory](http://www.howgateshoppingcentre.co.uk/Store-Directory)

# What can I do at The Howgate Shopping Centre? (Tick what you see)

You can eat at The Howgate Shopping Centre.

The Food Court has lots of places to buy food. This can be found in the atrium.



The Howgate Shopping Centre Food Court



Other places to get food

If we eat at a restaurant in The Howgate Shopping Centre today, we might eat at: (A list of our restaurants can be found on our website [www.howgateshoppingcentre.co.uk/Store-Directory](http://www.howgateshoppingcentre.co.uk/Store-Directory))

You can also bring a packed lunch.

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



# Floor Plan



High Street main entrance



Wilko



Pleasance entrance



The Works



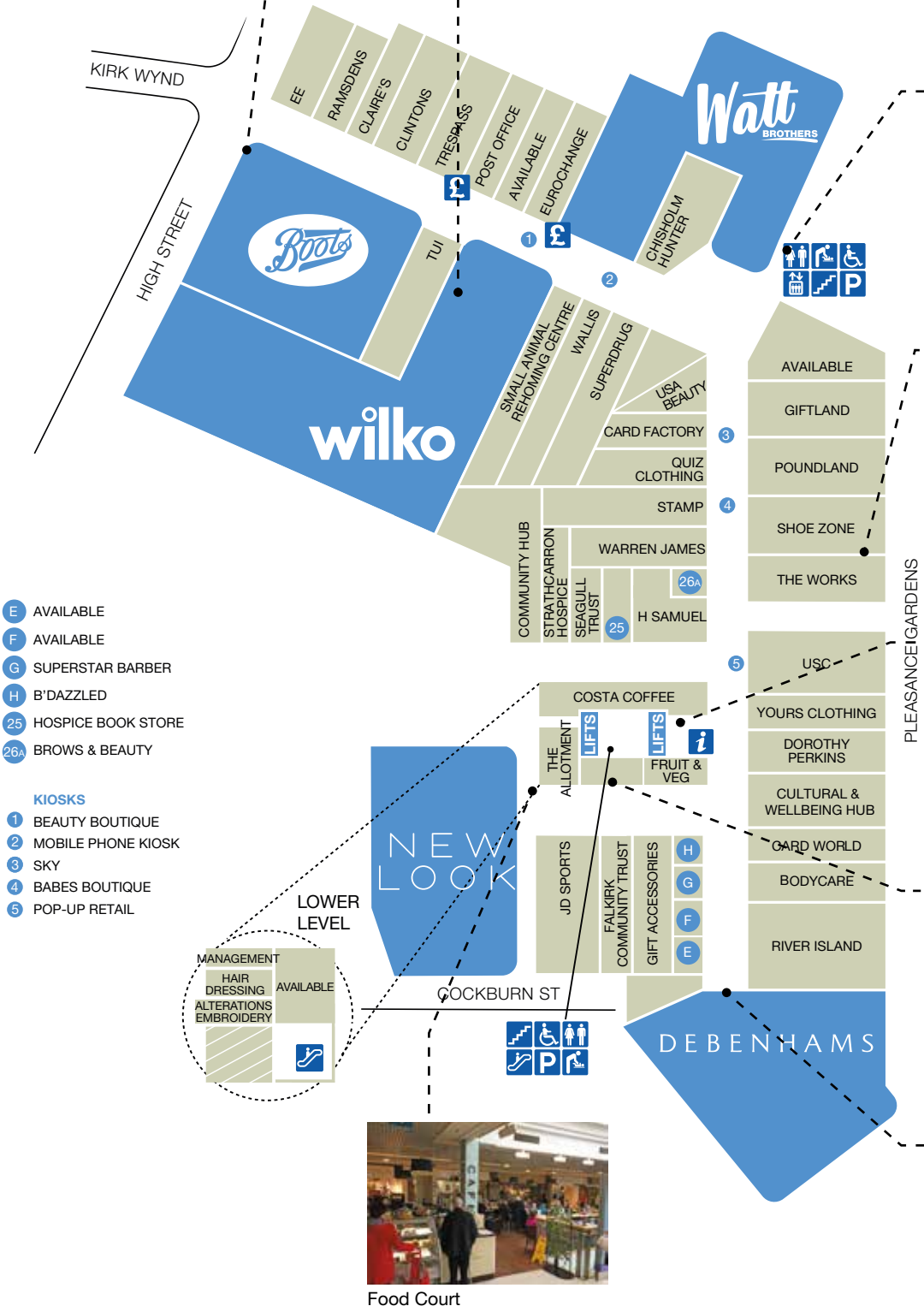
Help Desk



Atrium



Debenhams



Food Court

# Who might I see at The Howgate Shopping Centre? (Tick what you see)

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You might see our:



Customer Service staff



Security Staff



Cleaning Staff



Maintenance Staff



You will see other shoppers



Kids Club activities

# What other things will I see at The Howgate Shopping Centre? (Tick what you see)

You might also see:



The atrium



Lifts and escalators



The stained glass window



The map of Falkirk



Kiddie rides



Retail Merchandising units (gifts)



Promotional kiosks (Sky)



Seasonal decorations



# What to do if things go wrong?

You can find any member of Howgate staff



You can go to the Help Desk located opposite Dorothy Perkins in the atrium



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...

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What I liked best about my visit to The Howgate Shopping Centre

What I want to do again

What I would like to do next time

# Feedback questionnaire

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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?