



THE
eastgate

Sensory Shopping

My visit to...

**The Eastgate
Shopping Centre**

A **visual accessibility guide**



What is The Eastgate Shopping Centre?

The Eastgate Shopping Centre is a Shopping Centre in Gloucester.

Address: Eastgate Shopping Centre, 2nd Floor, 22 Eastgate Street, Gloucester, GL1 1PA

Telephone: 01452 520023

Website: www.eastgateshoppingcentre.co.uk

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

Monday

Tuesday

Wednesday

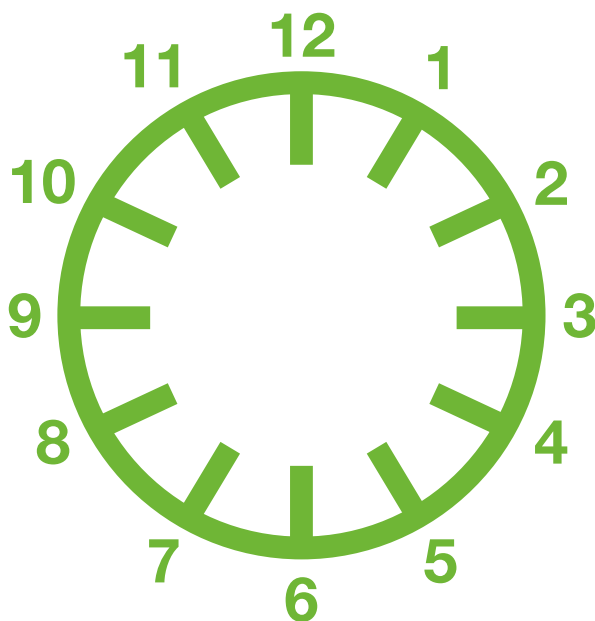
Thursday

Friday

Saturday

Sunday

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



- The Eastgate Shopping Centre is **BUSIEST** on Friday and Saturdays
- The Eastgate Shopping Centre is **QUIETEST** on Monday / Tuesday and Wednesday's between **11am** and **3pm**
Sunday between **10:30am** and **4:30pm**
- We are busier around Christmas and School holidays.

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

hours

minutes



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

How will I get to The Eastgate Shopping Centre?



Car park entrance

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

- The car park entrance is on Bell Lane, off Brunswick Road. The Sat Nav postcode is GL1 1XH.
- Look for the main entrance to get into the shopping centre.



You can get to The Eastgate Shopping Centre by bus.

Buses will mainly drop you off in Clarence Street or at the bus station. These are both a short walk to our main entrance on Eastgate Street.

How do I get into The Eastgate Shopping Centre?

You will enter The Eastgate Shopping Centre through one of 6 entrances.



From the main entrance on Eastgate Street



From the main entrance on Southgate Street



From the entrance on Brunswick Road



From the entrance at Greyfriars



From Eastgate Street via H&M



From Eastgate Street via M&S

How do I find the toilets?



Toilets and baby changing facilities can be found on our 1st floor by the double lifts.

- Follow the signs to the toilets.



Toilets

How will I be supported?



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.
- You can get cards from Centre Management or shopping centre staff
- They can be downloaded from our website at www.eastgateshoppingcentre.co.uk

How will I be supported?

If you need any help ask any The Eastgate Shopping Centre member of staff.



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

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

You can shop at The Eastgate Shopping Centre.

There are lots of shops at The Eastgate Shopping Centre. Here are our four biggest shops and attractions.



M&S is near the middle of the centre and can be entered from Eastgate Street or inside the centre.



H&M is by the main Eastgate entrance and can be entered from Eastgate Street or inside the centre.



JD Sports is on Market Way, through the main entrance



GAME is on Market Way, through the main entrance

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.eastgateshoppingcentre.co.uk/Store-Directory

You can eat at The Eastgate Shopping Centre.

There are lots of places to eat at The Eastgate Shopping Centre. Here are our quietest eateries.



Boswells can be found near the middle of the shopping centre.



Farmhouse Deli is next to the entrance on Southgate Street

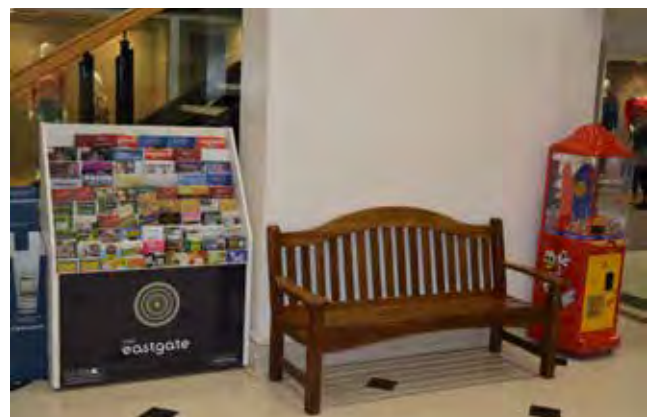
If we eat at a restaurant in The Eastgate Shopping Centre today, we might eat at: (A list of our restaurants can be found on our website:

www.eastgateshoppingcentre.co.uk/Store-Directory)



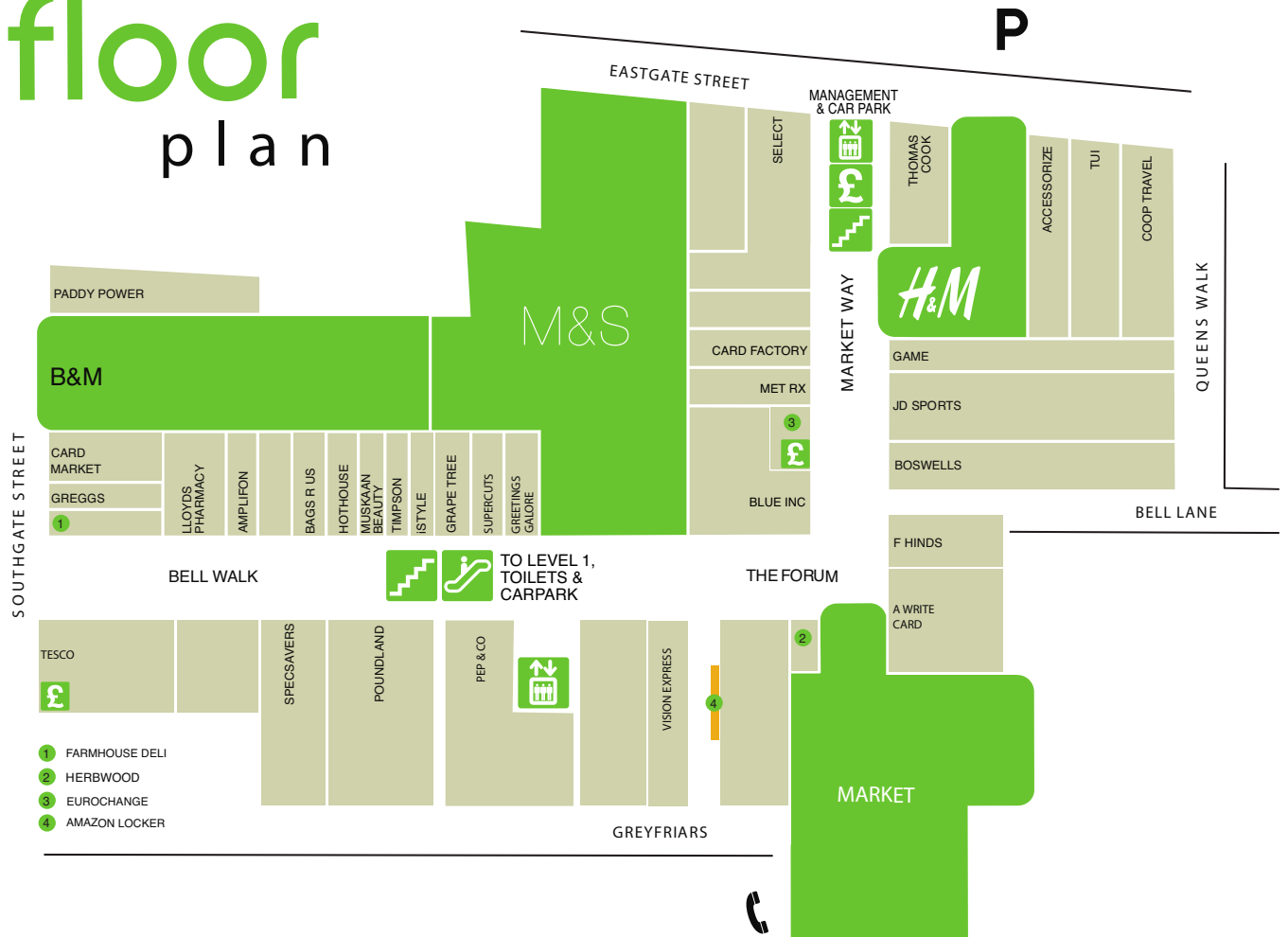
You can also bring a packed lunch.

- You can eat a packed lunch on one of the benches in The Eastgate Shopping Centre.

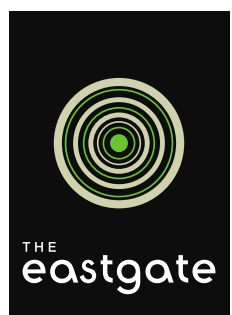


Floor Plan

floor plan



- 1 FARMHOUSE DELI
- 2 HERBWOOD
- 3 EUROCHANGE
- 4 AMAZON LOCKER



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

You might see our:



Management Staff



Security Staff



Cleaning Staff



Entertainment



Other Shoppers



Lifts and Escalators

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

You might also see:



Rides



Retail Merchandising Units



Vending



Promotional kiosks



Lifts



Escalators

What to do if things go wrong?

You can find any member of The Eastgate Shopping Centre staff



If you have an autism awareness card show them to our staff. Phone us on 01452 520023, and we will send a member of staff to help you.

A template for an autism awareness card. It features the 'the eastgate' logo in the top right corner. The text reads: 'hello' in green, 'My name is...' followed by a rounded rectangular input field, and 'I have an autism spectrum condition' at the bottom.

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...

A blank rounded rectangular box for writing examples.

After my visit...

What I liked best about my visit to The Eastgate 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?