

# Sensory Shopping

My visit to...  
**White River Place**

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**A detailed accessibility guide**



## Welcome to White River Place

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White River Place 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 White River Place 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 online at: [www.whiteriverplace.co.uk](http://www.whiteriverplace.co.uk)

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

**Thank you and take care.**

**Richard Hurst**  
Centre Manager

# Guides

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

## Visiting times

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We have identified White River Place's quietest and busiest times so you can pick the best time for your visit.

### Opening times:

Monday: 8.00am - 6.00pm  
Tuesday: 8.00am - 6.00pm  
Wednesday: 8.00am - 6.00pm  
Thursday: 8.00am - 6.00pm  
Friday: 8.00am - 6.00pm  
Saturday: 8.00am - 6.00pm  
Sunday: 10.00am - 4.00pm

\*These times are based on an average week and can vary, particularly around Christmas and school holidays. Visit our website for store specific opening times.

### Quietest times\*:

Mon-Sat: 8:00am - 10:00am + 4:00pm - 6:00pm  
Sun: 10:00am - 12:00pm + 2:30pm - 4:00pm

### Quietest Days:

Sun + Mon

### Busiest times\*:

Mon-Sat: 11:00am - 3:00pm

### Busiest Days:

Fri + Sat

## White River Place website

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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.whiteriverplace.co.uk](http://www.whiteriverplace.co.uk)

# Planning your visit

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White River Place is a 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.whiteriverplace.co.uk](http://www.whiteriverplace.co.uk)

## At the Centre

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Information about car parking and access

Vehicle access to the multi-storey car park is via the entrance on Trinity Street and there are two passenger lifts to the shopping levels.

We have Blue Badge parking on all levels of the car park; they are located near the pay machines and lift lobbies.

We have parent and child spaces on all levels; these offer wider bays.

## Toilets

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Information about toilets

Toilets can be found on the lower shopping level near Wilko. Follow signage for location.

Our Toilets consist of Male, Female, Baby Change and Accessible toilet facilities.

# What can you do at White River Place?

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Shopping , Leisure/Cinema, Gym and Restaurants are among of the main activities at White River Place.

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



TK Maxx located in Aylmer Square opposite Costa, next to Lloyds Bank.



Peacocks located just outside of Aylmer Square next to Rowses Bakery.

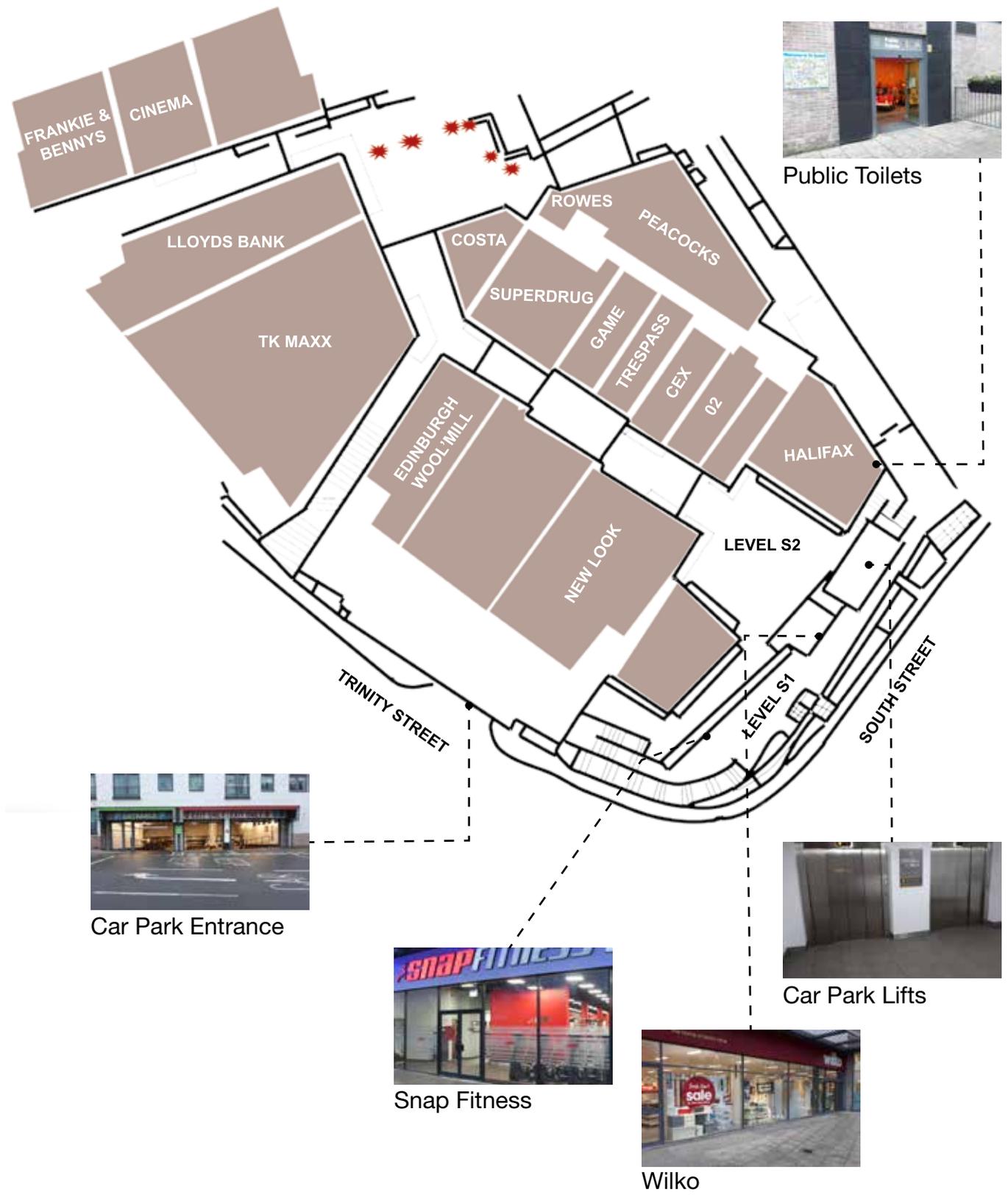


New Look located in our main shopping street, at the South Square end of the centre.



Wilko located on the lower level shopping, next to Snap Fitness. The store is also accessible from the top retail level by the escalator.

# Floor Plan



# Eating Out

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The Aylmer Square 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.



We have a number of food outlets in the centre, which provide the choice of a sit down meal or the opportunity of a snack, which you can take to a quieter outdoor seating area in the centre



The quietest area to sit on a bench is South Square.

## Other Activities

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Snap Fitness: gym and exercise classes



Childs rides: located in the entrance foyer to the public toilets.



White River Cinema: See films and relax in the bar/café areas, and keep a watch on our Facebook page [www.facebook.com/whiteriverplace](http://www.facebook.com/whiteriverplace) for autism friendly screenings being promoted.

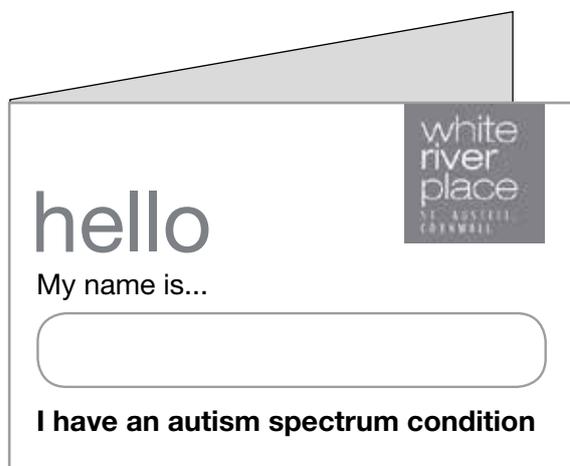
# How can White River Place support you?

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## 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.

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.



## What to do if something goes wrong?

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If you need support during your visit to White River Place please call our customer services team on **01726 879 656** or email **centremanager@whiteriverdevelopments.org.uk / operations@whiteriverdevelopments.org.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

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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?