

# Planning my visit to...

Idlewells Shopping Centre



*A visual accessibility guide*

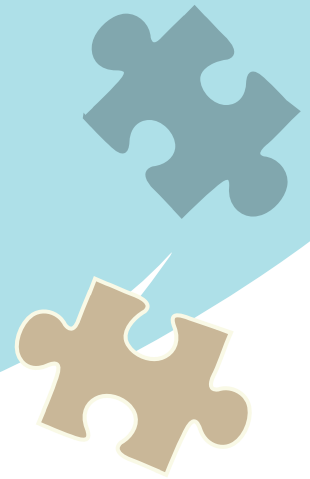
FREE



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



# Introduction



You may find this guide useful if you have an autism spectrum condition - or are visiting with someone who does.

Have a look through, and print off any pages you think might be useful for your trip.

Towards the back of this document you will find a flash card, which you may find useful to bring with you, or give to someone who is visiting alone.

If you are visiting with children, we have included a certificate at the end of this guide to encourage a good shopping experience.

Please do get in touch if you have any feedback or suggestions to improve this guide. You can also fill out your thoughts on the following page: *14. About this Guide*.

Thank you, and enjoy your trip to Idlewells Shopping Centre.

Address: Market Street, Sutton-In-Ashfield, Nottinghamshire, NG17 1BP

Website: [www.idlewells.co.uk](http://www.idlewells.co.uk)

Phone: 01623 443368

Email: [hello@idlewells.co.uk](mailto:hello@idlewells.co.uk)

Facebook Messenger: [m.me/idlewells](https://m.me/idlewells)

Sat Nav for car parking: NG17 1AG

**If you have any questions before you visit, please call or email.**

# 1. What is Idlewells Shopping Centre?

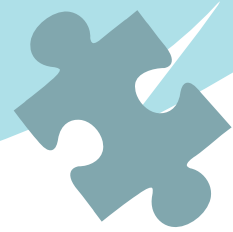


Idlewells Shopping Centre is in Sutton-In-Ashfield. It is a place where people come to shop, meet friends, eat and drink - and relax.

There are around 50 shops and stalls inside the Shopping Centre - all under one roof. Each shop sells different types of goods or services, and is run by a person or business that rents the shop from the Shopping Centre team.

There is also a Library, a central Café and an Indoor Market inside the Shopping Centre. The bus station is located at one of its three large entrances, to make it easy for people to travel to.

## 2. What day am I going to Idlewells Shopping Centre?



- Monday ☐
- Tuesday ☐
- Wednesday ☐
- Thursday ☐
- Friday ☐
- Saturday ☐
- Sunday ☐

### Busiest days are:

Fridays, Saturdays, School holidays and Christmas time

### Quietest days are:

Sunday and Weekdays after 3pm.

Plus... Every Tuesday 3pm-6pm, we hold a **SimpleShopping** session, during which time there is, amongst other things, no music and no pre-planned alarm tests or announcements in the Centre. We ask our shoppers to be considerate via notices - and the individual shops to do the same.

Find more information on our website under 'Accessibility'.

### Alarm testing is:

9am - 10am every morning.

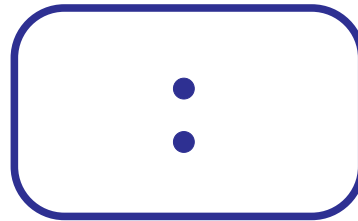
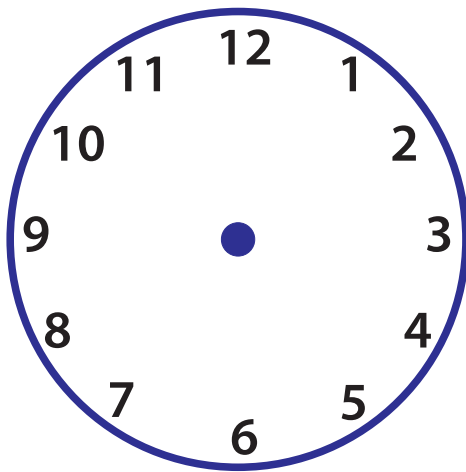
More specifically: Every Tuesday at 9.15am for the Shopping Centre and every morning between 9am - 10am for the individual shops in the Centre.

*Please contact us for individual shop testing days and times. Call : 01623 443368.*

### 3. What time am I going to Idlewells Shopping Centre?



I will be setting off at...



I will be staying in Idlewells Shopping Centre for about...

Hours

Minutes

## 4. How will I get to Idlewells Shopping Centre?



### Car

If you are coming in a car, you can park in our multi-storey car park. Sat Nav for car park is: NG17 1AG

- It holds the Park Mark Safer Parking award.
- There is a 6ft or 1.8M height restriction.
- Blue badge holders can park in blue badge spaces on levels 2, 4 and 6. They are closest to the lifts and are marked in blue.
- Parent and child spaces are available on level 2, 4 and 6 and are marked in dark pink.



### Pay at the machine:

- You will need to remember, write down or take a photo of your vehicle registration number as you need this to pay at the end of your visit.
- Payment for parking is made before you leave the Centre. There are two payment kiosks, located on Market Mall by the lobby to the lifts.
- Parking charges are displayed at the entrance to the car park and are also on our website.

### AutoPay at: [www.parkjockey.com/autopay](http://www.parkjockey.com/autopay)

1. Register your payment details & registration
2. Drive in & out of Idlewells' car park
3. Receive an e-receipt on exit
4. Payment will automatically be taken

### Sunday parking is completely FREE



**Continued...**

# How will I get to Idlewells Shopping Centre? Continued...



## Bus

If you don't have your own vehicle, you can take the bus. Buses drop off at Sutton bus station and the entrance to Idlewells Shopping Centre is located by the library.



## Taxi

You can travel by taxi. Ask them to drop you off by Ladbrokes. You will enter the shopping centre up the steps or the access ramp.

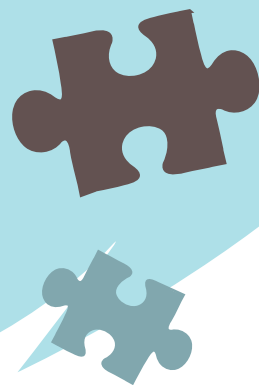


## Walk

You can walk to Idlewells Shopping Centre. There are 4 ways in which you can enter the centre.



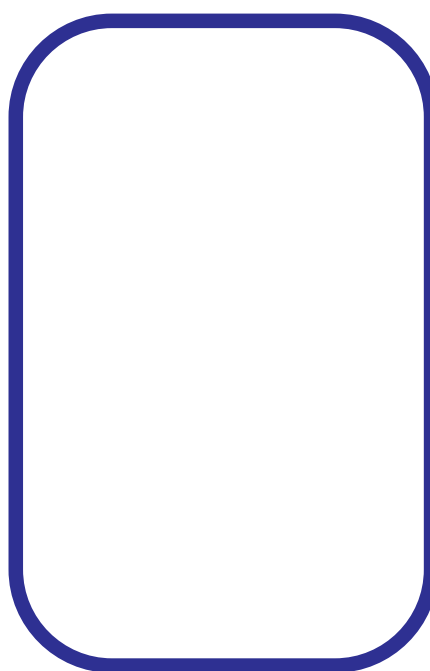
## 5. Who will I go with to Idlewells Shopping Centre?



Write, draw - or put a picture here...



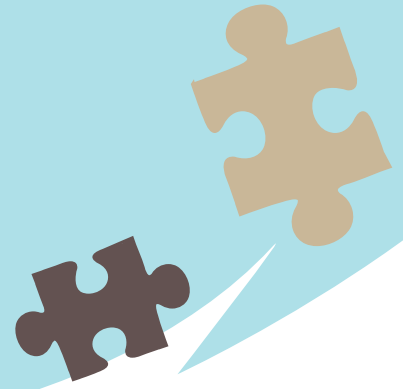
This is me



This is who  
I am with



## 6. How do I find the toilets in Idlewells Shopping Centre?



Here are some ways to quickly find the toilets in Idlewells Shopping Centre:

- Refer to the Floor Plan - at the back of this guide
- Follow the signs to the toilets
- Ask any member of our team, or any member of shop staff
- The toilets are located through the Lift Lobby near to the Indoor Market main entrance from the Centre



### Using the public toilets

- If you have a disability and require use of the accessible toilet, you can use a RADAR key or ask a member of our team to open it up for you
- There are baby changing and feeding rooms, available for use, Please ask a member of our team to open it up for you.

*If you cannot see a member of the team, please call us on : 01623 443368, and someone will come down to you as soon as is possible.*

## 7. What do I do if something goes wrong?

### Finding help



If you need help, you can ask any of the Idlewells Shopping Centre team. They all receive specialist training on autism awareness and will be happy to help you.



If you want, you can use our autism awareness 'Flash Card'

- This card can help if you want to tell our team or shoppers about your autism
- It can be downloaded from our website
- You can also find it at the end of this guide

**Difficult situations where you might wish to use the 'Flash Card' might be:**

- I am lost, please help
- I have lost something
- I don't feel well
- I need someone who is first aid trained
- I am feeling overwhelmed, please help me find somewhere quiet

**Continued...**

# What do I do if something goes wrong?

## Finding my way out

### Continued...



## Fire Alarm:

If the centre's fire alarm activates, the voice on the tannoy system will keep you informed with two or three messages:

- 1) to let you know that **we are investigating** the alarm, then:
- 2) **either** to: instruct you **to leave the Shopping Centre, or:**
- 3) to inform you that it was a **false alarm**.

Please listen carefully, and if evacuation is necessary - go to the exit nearest to you straight away. All four exits are shown in red on the diagram below.



## 8. What can I do at Idlewells Shopping Centre?



You can shop, eat, browse the indoor market or visit the library.

### Shopping

There are lots of shops at Idlewells Shopping Centre. Our biggest shops are B&M Bargains, New Look, Peacocks and Argos.



### Eating & Drinking

There are a few places to eat in Idlewells Shopping Centre. If you eat at Idlewells Shopping Centre, you might eat at one of these cafés:



You can also bring a packed lunch. If you prefer to do this, you may wish to use one of the benches around the centre.



## 9. What am I looking for at Idlewells Shopping Centre?



I am looking for...



Food shopping

☐

Opticians

☐

Eating

☐

Books

☐

Clothing

☐

Bakery

☐

Shoes

☐

Butchers

☐

Bags

☐

Beauty

☐

Cosmetics

☐

Travel money

☐

Toys

☐

Confectionery

☐

Travel agent

☐

Chemist

☐

Hairdresser

☐

Mobiles

☐

Jewellery

☐

Cards or gifts

☐

## 10. What shops will I visit at Idlewells Shopping Centre?



### I am going to visit...

Write down all the shops you are going to visit...

A list of all our stores can be found on our website.



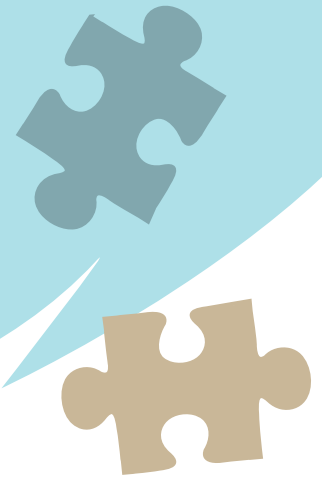
## 11. What else might I see at Idlewells Shopping Centre?



You might see some of the following when you visit.



## 12. Who will I see at Idlewells Shopping Centre?



As well as lots of other people, shopping and browsing, you will see our shopping centre team. They all wear the same uniform showing that they work at the Shopping Centre.

They make sure that it is safe and clean for everyone to enjoy. If you have a problem during your visit - please ask them for help.



**Michael**  
Security Supervisor

### **SECURITY**

Our security team ensure the Centre is safe, help shoppers with problems and deliver first aid if required.



**Carl**  
Housekeeping  
Supervisor

### **HOUSEKEEPING & MAINTENANCE**

Our housekeeping team ensure the Centre is kept clean and tidy and deliver first aid if required.

Whilst our maintenance team ensure the building is kept in good repair, fix any faults or damage to the building and keep it safe for our visitors.



## 13. About my visit...

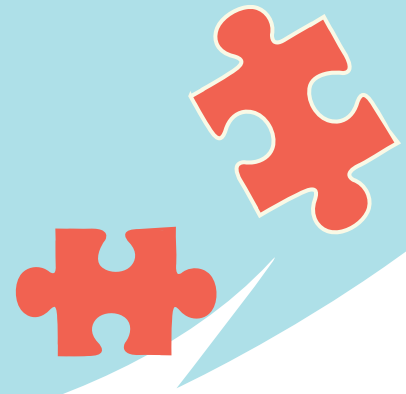


What I liked best about my visit to Idlewells Shopping Centre...

Which was my favourite shop to visit...

What I would like to do next time...

## 14. About this guide...



It would really help us if you give some feedback on this guide and your visit.  
You can either post to the Centre address or email to (select address)

Was the guide helpful?

What could be improved within the guide?

What was missing from the guide?

What would help your visit be more enjoyable?



# HELLO

Flash Card



**My name is....**

**I have an autism spectrum condition.**

**If I am lost or in trouble, please call:**

Having an autism spectrum condition means I experience the world differently to other people.

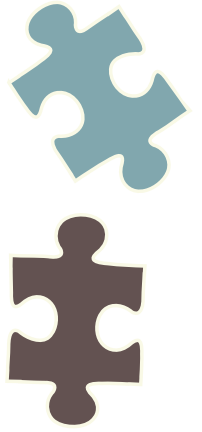
I might react in an unusual way to certain situations.

Sometimes I might appear anxious, distressed or agitated. I would very much appreciate if you:

- Please be kind, understanding and patient
- Allow me some time and space to compose myself
- Give me a little time to speak to you first
- Allow me some time to understand what you are telling me
- Allow me my own space



# Certificate of Achievement



## Well Done!

.....

You planned out  
your shopping trip  
and had a  
successful visit to  
Idlewells  
Shopping  
Centre

Signed: *Team Idlewells*

.....

# Floor Plan

