

Surrey Quays

Shopping . Leisure . SE16

SENSORY SHOPPING GUIDE

for

SURREY QUAYS SHOPPING
CENTRE, LONDON, SE16.

A visual and accessibility guide.

How do I enter Surrey Quays SE16?



Through our busier main entrance
near Tesco.

Or

Our quieter second entrance
near to Canada Water.



Or



Taking the lift or stairs to our first floor and food court.

Shopping Centre opening hours

The Shopping Centre is open 7 days a week.

Monday to Saturday



OPEN 8.00 AM



CLOSE 8.00 PM

Sunday



OPEN 11.00 AM



CLOSE 5.00 PM

**What day are you going to Surrey Quays
Shopping Centre?**

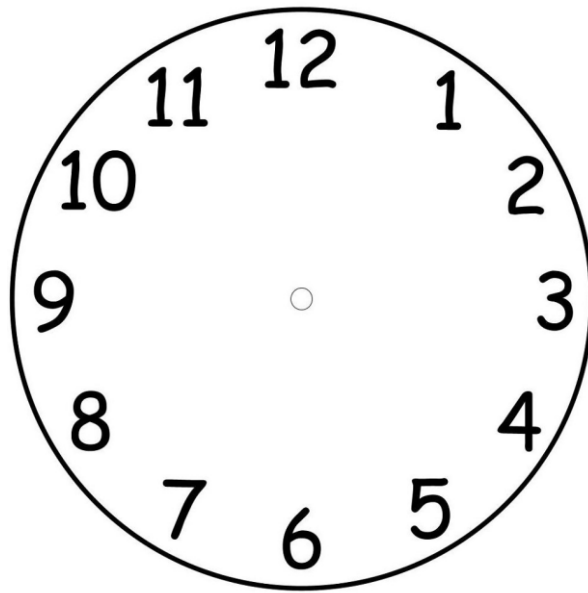
(Please tick)

Monday Tuesday Wednesday Thursday Friday Saturday Sunday



**What time will you be shopping at Surrey
Quays Centre?**

(Please fill in time)



The Surrey Quays Centre is busiest on Fridays and weekends. School Holidays and Christmas time are also busy. At these times the centre can look quite different.

The quietest times are weekdays before 11.00am.

How will I get to Surrey Quays Centre?

The shopping centre has a large open car park and is located at SE16 7LL.

There is a maximum of 3 hours free parking.

Blue badge parking spaces can be found along the front of the building.

Buses will drop you outside the entrance to the shopping centre. Taxis will also drop and pick up outside the shopping centre.

Canada Water Station and Surrey Quays Station are in walking distance from the shopping centre. There are also cycle racks outside the main entrances to the shopping centre to secure your bike whilst you shop.

At the moment there are a lot of construction works taking place in the shopping centre car park. This re-development work is known as the Canada Water Masterplan. You may see more activity than usual in and around the car park. The construction activity is regularly managed so that disruption is minimised but please do let centre staff know if this concerns you when you visit.

Where are our toilet facilities?

The Surrey Quays centre has well-signed toilet facilities, parent and baby rooms and disability / accessibility toilets on both the ground and first floors. A Radar key can be picked up from our security control room.



How Will I Be Supported?

Security Control can be found through the doors at the end of the corridor shown in the picture above and next to Centre Management Office. Manual wheelchairs can also be loaned from here. Our centre is well-signed visually, and many signs are also in braille. Some staff can also greet in British Sign Language!



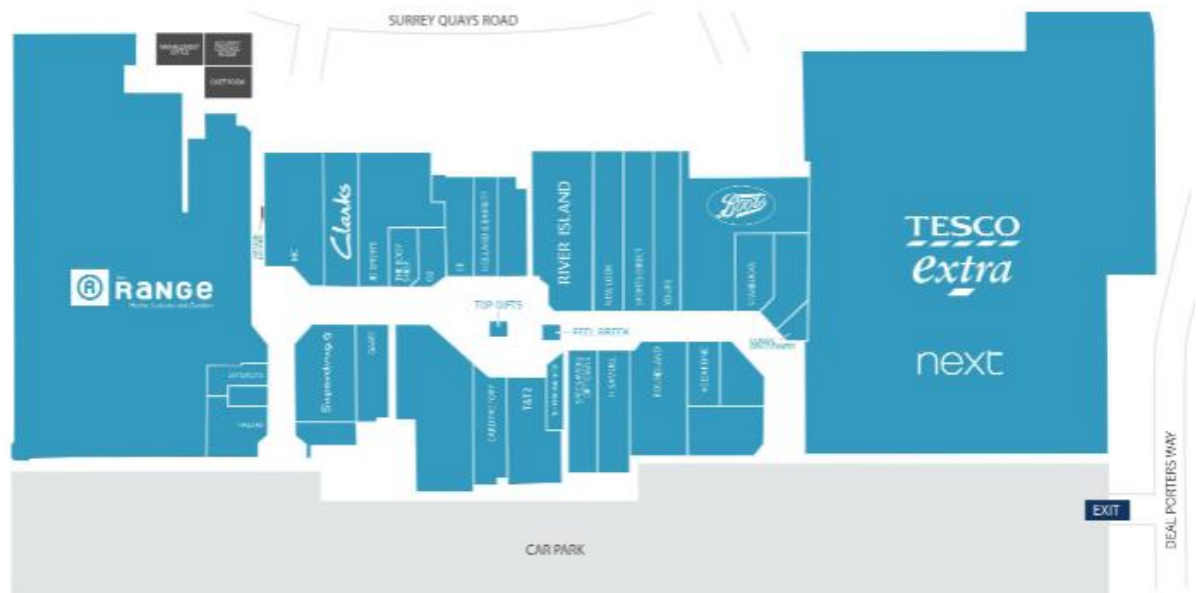


A number of stores have an Induction Hearing Loop System. Please contact stores for more information.

www.surreyquays.co.uk

If you require help just ask one of the uniformed and badged members of the centre team who have had training including Dementia Friends, First Aid, and recognise the requirements for the Sunflower Lanyard Scheme and will be on hand and happy to help you.

Floor Plan.



There are information directory boards at both main entrances of the shopping centre but please do ask a staff member for help if you are struggling to find somewhere.



Full list of shops can be found on our website

www.surreyquays.co.uk

These include Tesco Extra, Poundland, The Range, Boots and Specsavers.

I am going to visit

List which shops you will be going to:



You can have a drink or eat at Surrey Quays Shopping Centre in our first floor Food Court or at one of our other food outlets on the ground floor. Details can be found on our web site:

www.surreyquays.co.uk/food-and-drink

Our busiest eating place is Burger King.



A quieter choice within the Food Court would be the Mange Tout sandwich bar.

You can also eat a packed lunch on one of our benches in Surrey Quays Shopping Centre.



What might I see when I visit Surrey Quays Shopping Centre?



Centre Staff



Lifts.



Escalators.



Amazon Lockers.



Retail Concessions.



Revolving Doors.



Murals.



Water Station.

Examples of other things you may see are shoppers, floor vinyl's, centre events and mirrored escalators.



Wall Ball Courts.



Grass Area sometimes with Deck Chairs

**IN AN EMERGENCY, SPEAK TO CENTRE
STAFF AND TELL THEM OF YOUR
EMERGENCY.**

Examples of emergencies:

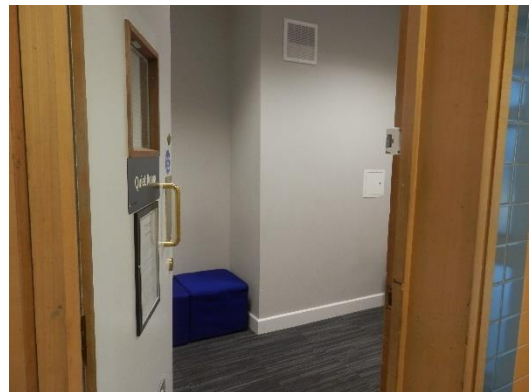
I am lost. Please can you help.

I have lost something. Please can you help.

I don't feel well. Please can you help.

I need someone trained in First Aid.

I am feeling overwhelmed. Please can you show me to your Quiet Room.



Our Quiet Room.

Perhaps you would like to tell us what would help to make your visit more enjoyable?

Info@surreyquays.co.uk

020 7237 5282

The centre management Office
43, Surrey Quays Shopping Centre,
Redriff Road,
London
SE16 7LL

Or speak to one of our staff when you are visiting the shopping centre.