

THE  
marlands

# Sensory Shopping

My visit to...

**The Marlands  
Shopping Centre**

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**A detailed accessibility guide**



## Welcome to The Marlands

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The Marlands Shopping Centre 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 The Marlands 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 from our Help Desk or online at: [www.marlandsshoppingcentre.co.uk](http://www.marlandsshoppingcentre.co.uk)

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

**Thank you and take care.**

Tim Keeping  
Centre Manager

# The Marlands

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**Address:** Marlands Shopping Centre, Civic Centre Road,  
Southampton, SO14 7SJ

**Telephone:** 02380 339164

**Email:** [helpdesk@marlandsshoppingcentre.co.uk](mailto:helpdesk@marlandsshoppingcentre.co.uk)

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

## Guides

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

## Visiting times

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

### Opening times:

Monday: 9.00am - 5.30pm  
Tuesday: 9.00am - 5.30pm  
Wednesday: 9.00am - 5.30pm  
Thursday: 9.00am - 5.30pm  
Friday: 9.00am - 6.00pm  
Saturday: 9.00am - 6.00pm  
Sunday: 10.00am - 5.00pm

JRC Global Buffet opening times:  
12.00pm - 2.30pm for lunch  
5.00pm - 9.30pm for dinner

### Quietest times\*:

Sunday / Monday / Tuesday / Wednesday  
between **9.00am** to **10am** and **3pm** to  
**5.30pm**.

### Busiest times:

Thursday / Friday / Saturday  
between **11am** and **4pm**.

During events, sales and Christmas,  
The Marlands Mall can be busier and  
look different. Average time at  
The Marlands is 2 hours.

# Planning your visit

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The Marlands is a large 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:  
<https://www.marlandsshoppingcentre.co.uk/Store-Directory>

## At the Centre

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

You can park your car in the multi-storey Car park behind ASDA

Sat Nav for parking is SO14 7EN

The car park has 600 spaces

It is open 24 hours a day

You can also Park in the NCP Car Park

Sat Nav for parking is SO15 1QH

The car park has 810 spaces

It is open 24 hours a day

## Toilets

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The Marlands Shopping Centre has toilets, a baby changing room, and disabled toilets. There are signs on all floors near lifts and escalators telling you where the toilets are.

# What can I do at The Marlands?

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Shopping is one of the main activities at The Marlands Shopping Centre. Here are our biggest shops and attractions:

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



The Perfume Shop



Peacocks



Shoezone



Disney



F Hinds



Warren James



# Floor Plan - Ground Floor



THE  
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The Marlands Shopping Centre  
Civic Centre Road, Southampton, Hants, SO14 7SJ  
Tel: 02380 339164



1 Poundworld	2 Fabulous	3 BB's Coffee & Muffins	4 Bags Etc & Domo	5 Cards Direct	6 Shoe Zone
7 Poundland	8 Savers	9 71 Queens	10 Route One	11 Perfume Shop	12 Grapetree
13 Whittards	14 Claires	16 Starbucks	17 Saltrock	18 19 Moss Brass	20 Shoe Care
24 Roman	25 F. Hinds	26 Warren James	27 Bags 4 U	28 Dao Way	29 Fredericks
30 Evapo	31 Supercuts	32 USupport	33 Chari Teas	34 Almagrove	35 Titanic Tattoo
38 Disney Store	39 Yours Clothing	40 Discount Second Hand Jewellers	41 Blue Inc.	42 Hawkins Bazaar	43 Bonmarche
44 Beauty Brow Bar	45 iStyle	46 CeX	47 Peacocks		

# Floor Plan - First Floor



THE  
marlands

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47 Rockbottom Toystore	48 Kimaya	49 Clinic Beauty	50	51 The Loft Ladder	52
53 Stakks Pancake House	54 Costa Coffee	55 Re.So	58 Warrens Bakery	59 ShakeAway	60 The Studio - My Pottery
62	63 Lillies	64 WED2B	65 KIDx	66 CeX	

# Eating Out

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Packed lunches are welcome in the centre and we have seating available in the mall.



Stakks Pancake House



bb's



Starbucks Coffee



Costa



Warrens Bakery



Shakeaway



Chariteas



JRC Global Buffet



Fredericks



# How will I be supported?

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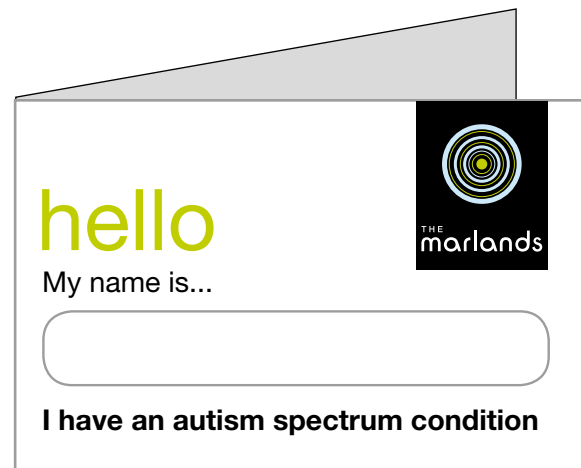
Centre Management Office



Visitor help desk

## 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 or available to be picked up from the Centre Management Office on the First floor, next to the JRC Global Buffet or the visitor help desk on the ground floor near BB's café. The Autism Awareness cards are to be used at your own discretion.



# What to do if something goes wrong?

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If you need support during your visit to The Marlands please call our customer services team on **02380 339164** or email **helpdesk@marlandsshoppingcentre.co.uk**

You can also talk to any member of The Marlands Shopping Centre staff or go the help desk located on the ground floor near BB's café.

If you have chosen to carry one of our Autism Awareness cards please share them with our staff during an emergency.

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.**

# After My Visit

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What I liked about The Marlands 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?