

THE  
marlands

# Sensory Shopping

My visit to...

**The Marlands  
Shopping Centre**

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**A visual accessibility guide**



## What is The Marlands?

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**The Marlands Shopping Centre is one of the Shopping Centres in Southampton.**

**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)

## What day am I going to The Marlands? (Please tick)

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Monday

☐

Tuesday

☐

Wednesday

☐

Thursday

☐

Friday

☐

Saturday

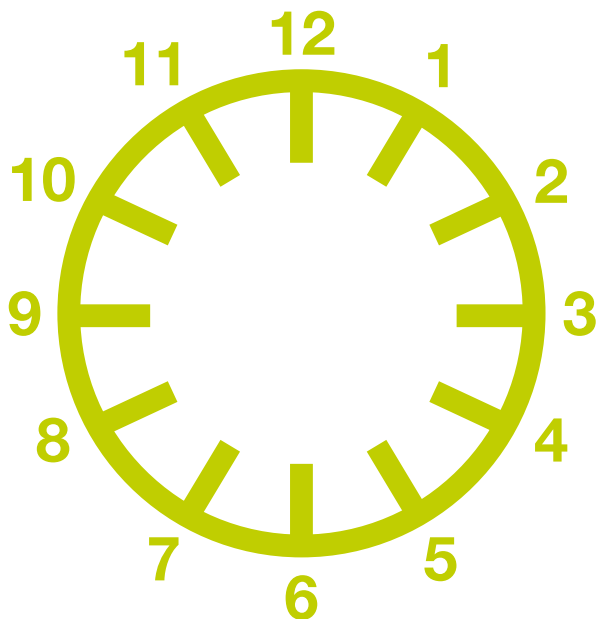
☐

Sunday

☐

## What time am I going to The Marlands? (Please tick)

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- The Marlands is **BUSIEST** on Thursday / Friday / Saturday between **11am** and **4pm**.
- The Marlands is **QUIETEST** on Sunday / Monday / Tuesday / Wednesday between 9.00am to 10am and 3pm to 5.30pm.
- We are busier around Christmas and School holidays.

I will be at The Marlands  
for about...

hours

minutes

**During events, sales and  
Christmas, The Marlands can  
be busier and look different.**

# How will I get to The Marlands?

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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

You can also get the bus



Buses will drop you off on Above Bar or Portland Terrace outside the Marlands Shopping Centre

# How do I get into The Marlands?

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You will enter The Marlands through one of 3 entrances.



Cex - Portland Terrace



Pawnbrokers – Portland Terrace



Above Bar Street

## How do I find the toilets?

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Toilets

The Marlands 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.

## How will I be supported?

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Centre Management Office

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.
- They can 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.



Visitor help desk



hello

My name is...

I have an autism spectrum condition

# How will I be supported?

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If you need any help, ask any of The Marlands members of staff.



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

# What can I do at The Marlands? (Tick what you see)

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You can shop at The Marlands.

There are lots of shops at The Marlands. Here are some of our biggest shops and attractions.



Disney



Bon Marche



Peacocks



The Perfume Shop



F Hinds



Savers

# I am going to visit...

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List what shops you will go to.

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

[www.marlandsshoppingcentre.co.uk/Store-Directory](http://www.marlandsshoppingcentre.co.uk/Store-Directory)

# What can I do at the Marlands Centre?

(Tick what you see)

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You can eat at The Marlands.

There are lots of places to eat at The Marlands. Here are our quietest eateries.



Stakks Pancake House



bb's



Starbucks Coffee



Costa



Warrens Bakery



Shakeaway



Chariteas



JRC Global Buffet

You can also bring a packed lunch.

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

# Floor Plan - Ground Floor



THE  
marlands

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 71Queens                        | 10 Route One      | 11 Perfume Shop   | 12 Grapetree      |
| 13 Whittards       | 14 Claires        | 16 Starbucks                      | 17 Saltrock       | 18 19 Moss Bros   | 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 Shopping Centre  
Civic Centre Road, Southampton, Hants, SO14 7SJ  
Tel: 02380 339164



|                         |                 |                  |                   |                    |                            |
|-------------------------|-----------------|------------------|-------------------|--------------------|----------------------------|
| 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             |                            |

# Who might I see at The Marlands? (Tick what you see)

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You might see our:



Security



Cleaning Staff



Maintenance



Centre Management

# What other things will I see at The Marlands? (Tick what you see)

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You might also see:



Photo Booths



Lifts and escalators



Promotional Kiosks



Kids rides



Retail Merchandising Units



Visual Store Guide



During events, sales and Christmas, The Marlands can be busier and look different

# What to do if things go wrong?

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You can find any member of The Marlands staff



You can go to the visitor help desk located on the ground floor near BB's café



If you have an autism awareness card show them to our staff

hello

My name is...

I have an autism spectrum condition

Tell our staff about your emergency.

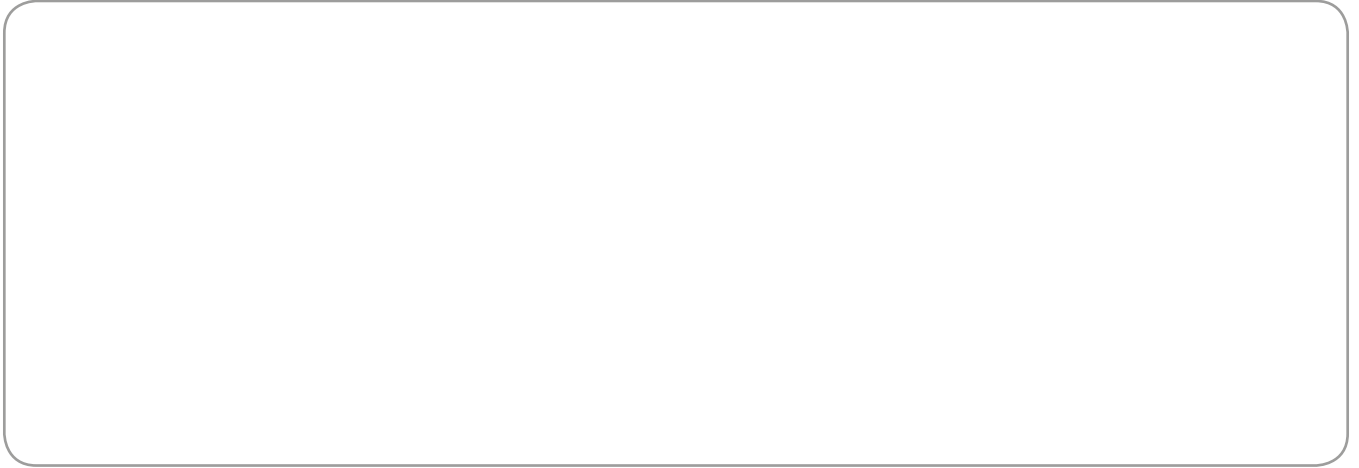
**I am lost, please help.**  
**I have lost something.**  
**I don't feel well.**  
**I need someone trained in first aid.**  
**I am feeling overwhelmed, please help me find somewhere quiet.**

Write some more examples...

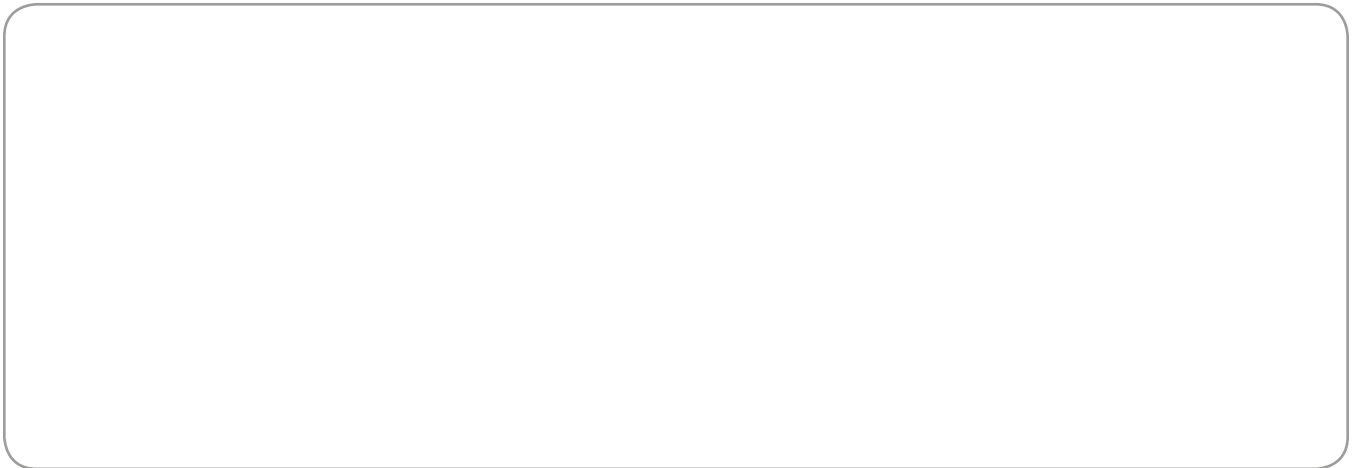
## After my visit...

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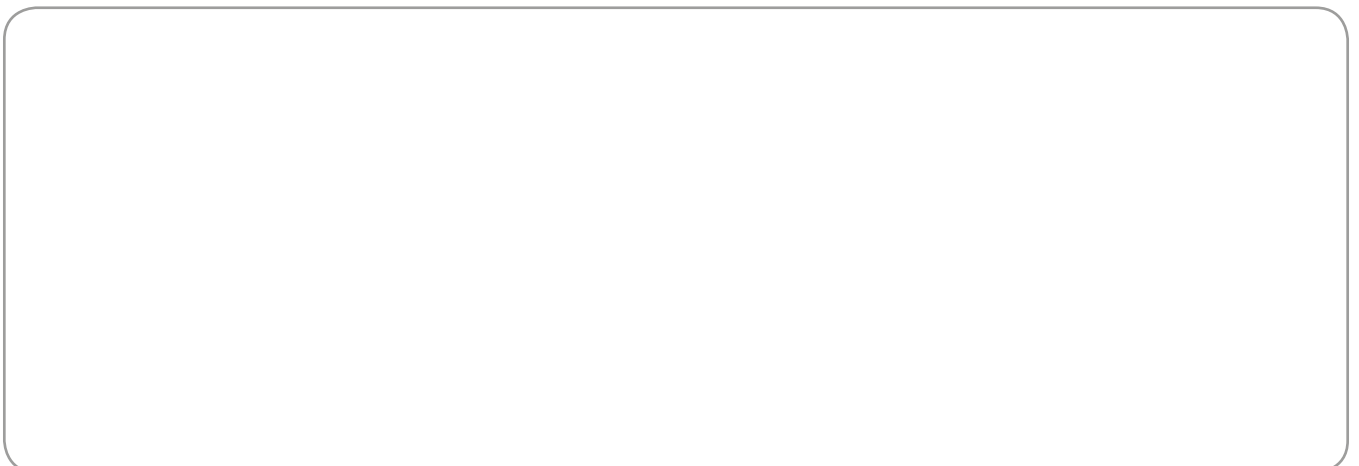
What I liked best about my visit to The Marlands



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?