

Autism Friendly Shopping

At Parkway Shopping Centre



Welcome

Here at Parkway Shopping Centre we understand that for some people with sensory or additional needs a visit to a busy shopping centre can be a daunting experience.

At Parkway Shopping Centre 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 sensory or additional needs and their parents and carers, during the visit to the centre.

This guide aims to support you from the early stages of planning a visit, arriving at the centre, information about our amenities and services to what we do in an emergency. We aim to ensure that you have a pleasant and fun visit in which you feel safe and supported.

Parkway Shopping Centre welcome Autism Assistance dogs to the centre. If you need water for your dog please do not hesitate to contact any member of the team who will be delighted to get it for you. You will regularly see assistance dogs training in Parkway Shopping Centre, we work closely with Autism Assistance Dogs Ireland, My Canine Companion and Irish Guide Dogs for the Blind in providing socialising training in the shopping centre.

Throughout your visit there are friendly trained staff on hand should you require assistance. We have adopted Autism friendly shopping hours each Monday (Music Free Mondays) We welcome any feedback about this pack. Feedback forms can be found on page 16.

Thank you and take care

Roger Beck

Centre Manager
Parkway Shopping Centre



Access

We have 2 x main entrances & a fire exit in the centre:

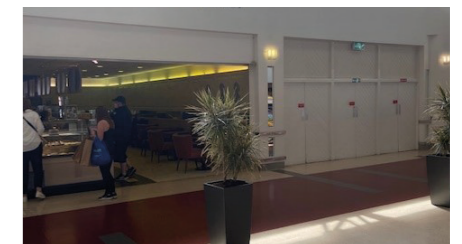
- Entrance 1 (Beside CEX)
- Entrance 2 (Beside EBS)
- Fire Exit (Beside Quigleys)



Entrance 1



Entrance 2



Fire Exit



Music Free Mondays

Each Monday (from 9am – 5.30pm), Parkway Shopping Centre silence their mall music to provide a quieter shopping environment for our shoppers

Quiet Times – Suggested Times to Visit

- **Mondays** (Music Free Mondays when we silence our mall music, 9am – 5.30pm every Monday)
- **Sundays** (all day)
- **Early mornings** (between 9am – 10am)

Busy Times – When the centre is busier

- **Fridays** (from 11am onwards)
- **Saturdays** (from 11am onwards)
- **School holidays**
- **Seasonal events** (we arrange lots of events throughout the year, please visit our website & social media channels for further details, dates & times)

Meeting Point

Should you become separated from your friends and family our staff will be very happy to help you find them, just stop any member of the team and ask for help.



Meeting Point Banner

Shopping

To help you navigate around our shops, here are some photos (shown below) of our largest stores in the centre that you can use as signposts.

Parkway Shopping Centre has 31 stores with lots of national retailers (Dunnes, Lloyd's Pharmacy, O'Brien's Fine Wines, Born Fashion, Morrisseys Butcher, FunTech, Eir, Easons) along with independent stores (Planters, Take Away T-Shirts, Ryan Stoves)



Dunnes Stores



Eir



EuroGiant



Card Factory



Kids Rides



Shoe Rack

Public Toilets

- Free of charge
- Open 7 days a week

Toilets – Within Cafes (in centre)

- Burger King also have toilets available which are free to use for their customers



Eating Out

You can eat at Parkway Shopping Centre

We have identified a number of eateries and places that you can eat (Shown below)

Other places to eat

You are welcome to bring a packed lunch & enjoy it whilst visiting us. We have seating available outside Parkway Shopping Centre



Outdoor Dining Area



Quigleys



Canteen Asian Cuisine



Planters Cafe

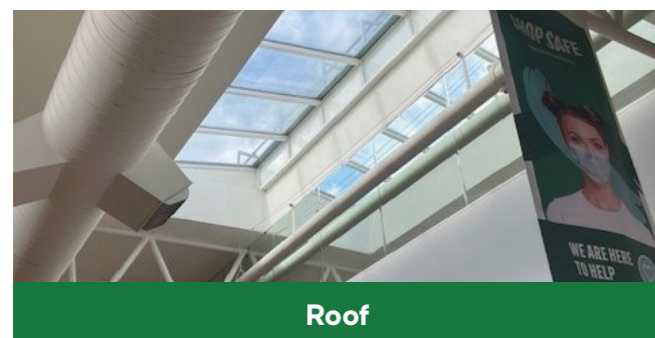
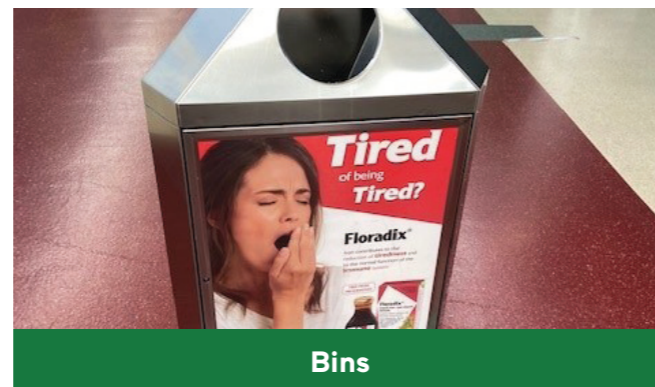


Burger King

What to expect

We have listed below a few things that you may see during your visit to Parkway Shopping Centre:

- **Children's Rides** (in the middle of the mall)
- **Benches** (outdoor seating area only)
- **Glazed roof** (lets in lots of natural light)
- **Digital Screens** (may show flashing images)
- **Bins for rubbish** (located around the centre)
- **Mall Music played** (Tuesdays – Sundays only)
- **The shopping centre can echo noises**
- **Public Address System** (there may be public service announcements)
- **Cleaning Staff** (in uniform)
- **Security Staff** (in uniform)
- **Bike Racks**



Fire Bells

- Every week we test our fire alarm system in Parkway Shopping Centre. This normally happens on Wednesday mornings. First you will hear an announcement over the public address system that we will soon be testing out fire alarm system. Approximately 5 minutes later the bells will ring for a short period, followed by an announcement that we are testing the alarm system.
- Approximately 5 minutes later the bells will ring again for a short period, and again this will be followed by an announcement about the testing.
- After the second bells and third announcement the testing is normally finished. If we need to ring the bells for a third time we will announce that before it happens but this is very unusual.



Friendly Faces

The Parkway Shopping Centre team can provide you with help during your visit. All of the centre team are Autism Friends and have undertaken the Autism Awareness session.

Security Team

The Parkway Shopping Centre security team wear the following uniform



Security Staff

Cleaning Team

The Parkway Shopping Centre cleaning team wear the following uniform



Cleaning Staff

Centre Management



Roger Beck - Centre Manager

What we do in an Emergency

Centre Team

- The centres Security & Cleaning team are all fully trained in the event of an emergency
- The centre Security and Cleaning team all communicate with each other using a two way radio system

Centre Shops

- Centre shops are also trained in the event of an emergency and will communicate with the centre team to assist or evacuate the centre if required

Mall Announcements

- All our systems are connected up to a Public Address (PA) system which will generate mall announcements in the event of an emergency

Meeting Point

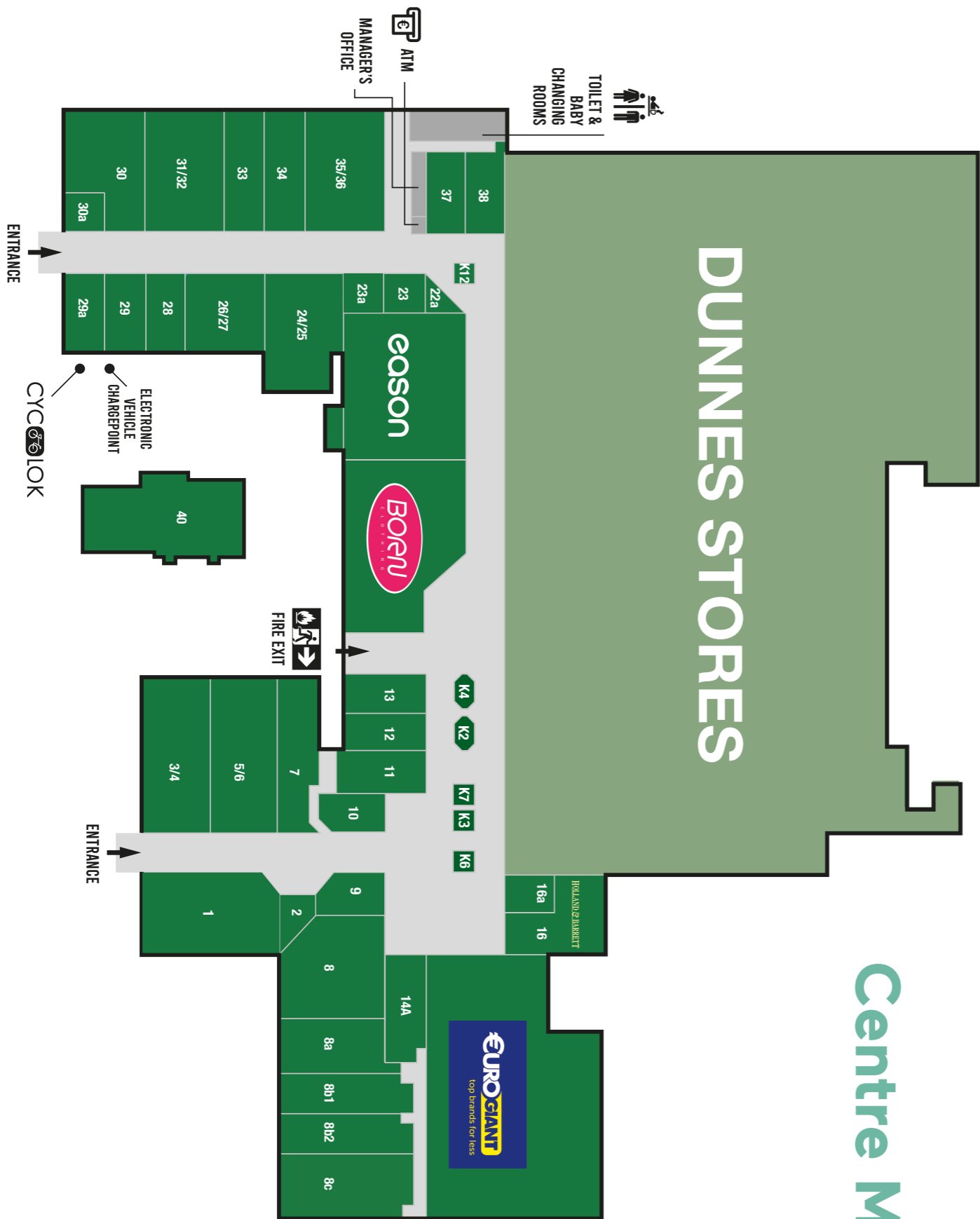
- Should you get separated from your party, please make arrangements to meet them at our Meeting Point...

What can you do?

- If an emergency situation arises whilst you are visiting our centre, please do not be alarmed. The centre team will assist and help you as much as possible and direct you to the nearest exit should we be in an evacuation situation



Meeting Point Banner



Centre Map

Contact

Address

Parkway Shopping Centre,
Dublin Rd, Limerick City,
V94 PC3K, Ireland

Telephone number

+353 61 416144

Website

www.parkwaysc.com

Email

manager@parkwaysc.com

Facebook

www.facebook.com/parkwayshoppingcentre/

Centre Hours

Monday:..... 9.30am - 6.00pm
 Tuesday: 9.30am - 6.00pm
 Wednesday: 9.30am - 6.00pm
 Thursday:..... 9.30am - 9.00pm
 Friday: 9.30am - 9.00pm
 Saturday: 9.30am - 6.00pm
 Sunday: 12.00noon - 6.00pm
 Bank Holidays: 12.00noon - 6.00pm

**Some stores trading hours may vary*

Dunnes Hours

Monday:..... 9.00am - 7.00pm
 Tuesday: 9.00am - 7.00pm
 Wednesday: 9.00am - 7.00pm
 Thursday:..... 9.00am - 9.00pm
 Friday: 9.00am - 9.00pm
 Saturday: 9.30am - 7.00pm
 Sunday: 10.00am - 7.00pm
 Bank Holidays: 10.00am - 7.00pm





Autism Friendly Feedback Form

Thank you for taking the time to read this Parkway Shopping Centre Autism Friendly guide and visiting our centre. **Your feedback is extremely important to us.**

Please take a few moments of your time to provide us with some feedback:

1. Did you enjoy your visit at Parkway Shopping Centre?

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2. How can we improve your visit to Parkway Shopping Centre?

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3. Has this Autism friendly guide helped you gain a better understanding of Parkway Shopping Centre?

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4. Is there any other feedback / comments you would like to share regarding Parkway Shopping Centre?

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Thank you for taking the time to provide us with your feedback.

Please hand this form in to either a member of centre security or centre cleaning team

