

My visit to, Fareham Shopping Centre



An autism friendly guide, to help you plan your visit.

Welcome to Fareham Shopping Centre



Fareham Shopping Centre understands that for some shopping and lots of people can be quite daunting. And we want to ensure that all of our customers feel comfortable, safe and assured that we are here to help. To be an inclusive shopping centre, we have created this guide to assist you in your visit to us. The guide will take you from the very first part of your journey, whilst you are here, and right up until you leave. Fareham Shopping Centre staff are here to assist you, we have received excellent training from Autism Together and we are on hand to help in any way we can, we would also love to hear your feedback following your visit.

About Fareham Shopping Centre...

Fareham Shopping Centre was opened in 1975 and was fully completed in 1981. The Centre is built on one level with various accessible shops you can visit. The Centre is bright and spacious, it welcomes lots of natural light via atriums. There are many local car parks, as well as a local bus station just a 4-minute walk away from the Centre. The Town Centre runs a Market on the High Street on Mondays, here you can purchase fresh vegetables, books, and flowers.

Here are some details you might need:

Address: Fareham Shopping Centre, High Street, Fareham, Hampshire, PO16 7DB

Telephone: 01329 822506

Email: enquiries@farehamshopping.com

Website: www.farehamshopping.com

Our 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 – 5:30pm
Saturday: 9:00am – 5:30pm
Sunday: 10:00am – 4:00pm
Bank Holidays: 10:00am – 4:00pm

Some shops may have different opening times, please check with the stores you'd like to visit before your trip

Over Christmas and other periods when the Centre runs events, you may find the Centre busier than normal, the Centre may also look different. If you'd like to keep up to date with our Christmas & Events information, we would recommend checking our website, or social media pages before your visit.

Here are some quieter hours:

Tuesday, Wednesday, Thursday and Sunday....

The Centre is less busy between 9:00am - 11:00am and 3:00pm – 5:30pm

Lets plan your visit:

What day am I going to Fareham Shopping Centre
(you can highlight, circle, or tick)

Monday

Tuesday

Wednesday

Thursday

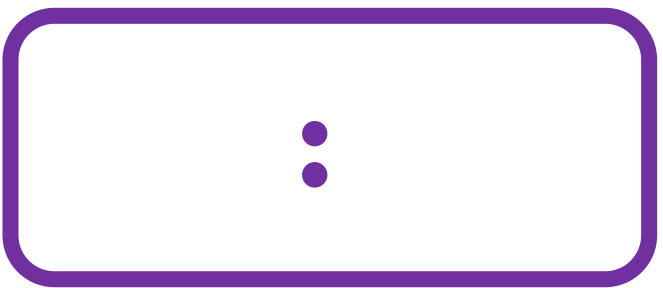
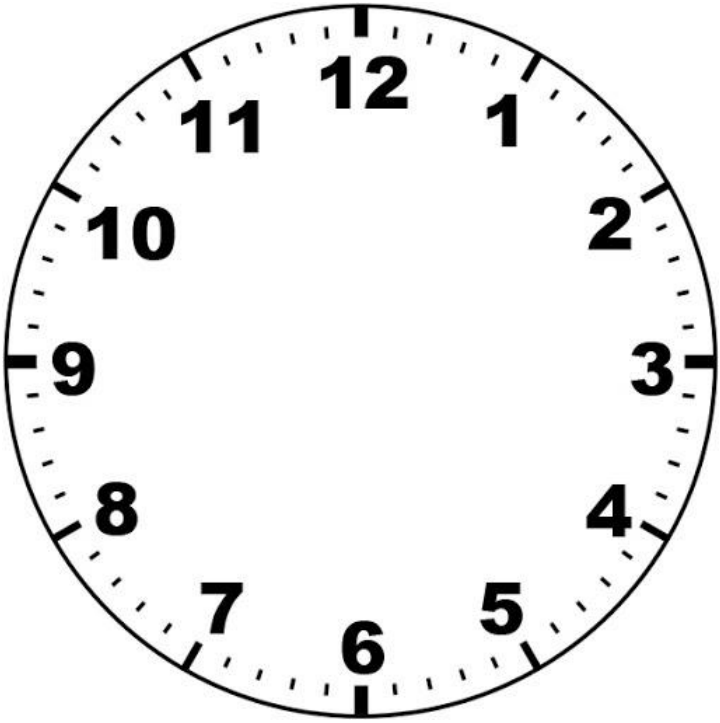
Friday

Saturday

Sunday

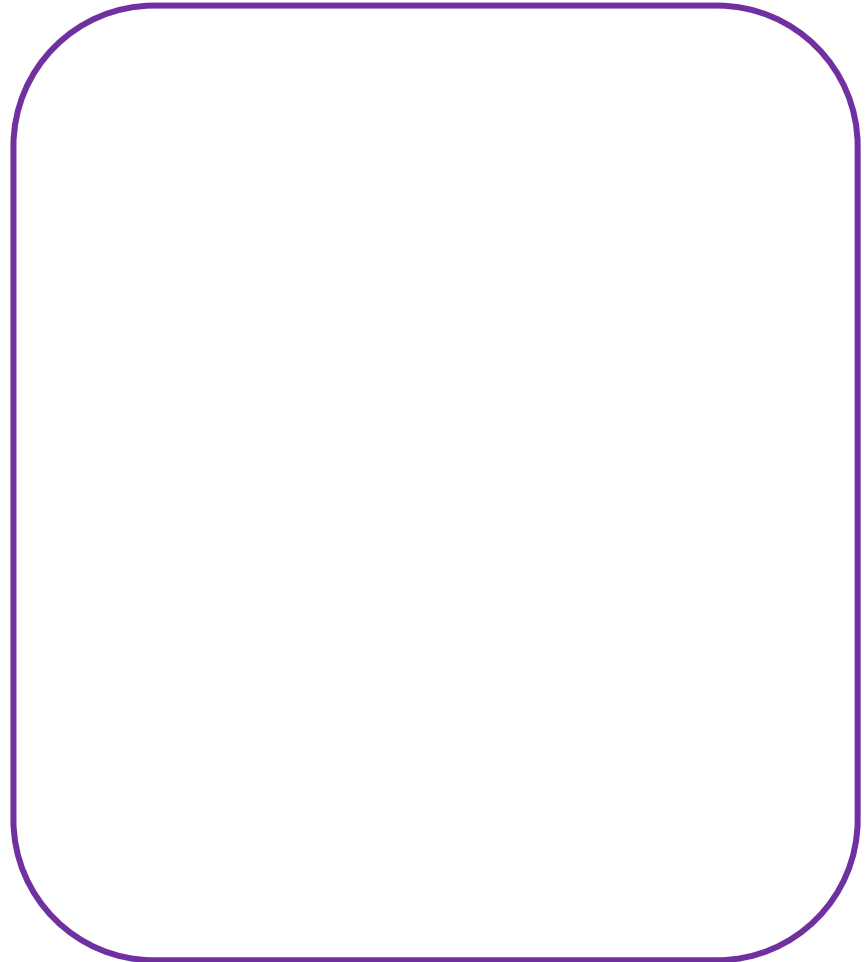
What time am I going to visit Fareham Shopping Centre today?

(Please draw on the hands or fill in the digital clock)



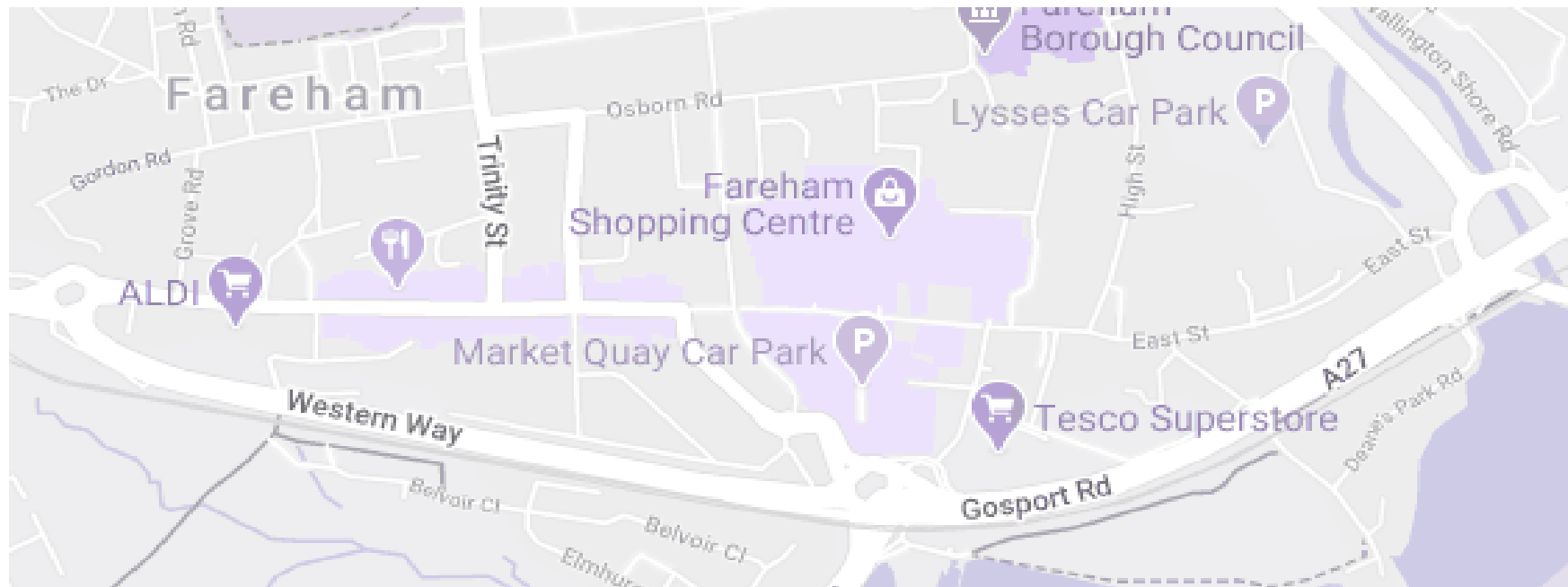
Who am I going to Fareham Shopping Centre with?

(You can write down or draw your companion in the box below)



How will I get to Fareham Shopping Centre?

Fareham Shopping Centre is located in Fareham town centre. The Centre is accessible by all means of transport. Fareham town centre has a bus station, which is just a 4-minute walk to the Centre. Near the bus station you will also find a Taxi Rank. Fareham town centre has lots of car parks nearby, however the closest car park is Fareham Shopping Centre Multi-storey is the closest, you will find many disable parking spaces, as well as parent and child spaces. Near the multi-storey car park, you will find bike racks, which you can use if you choose to cycle into town, however bikes are not permitted inside the Shopping Centre.



Helpful transport information for your journey...

If you are using a Sat Nav, please use this post code: PO16 7BD

GPS Coordinates: N 50 51.211 W 001 10.502

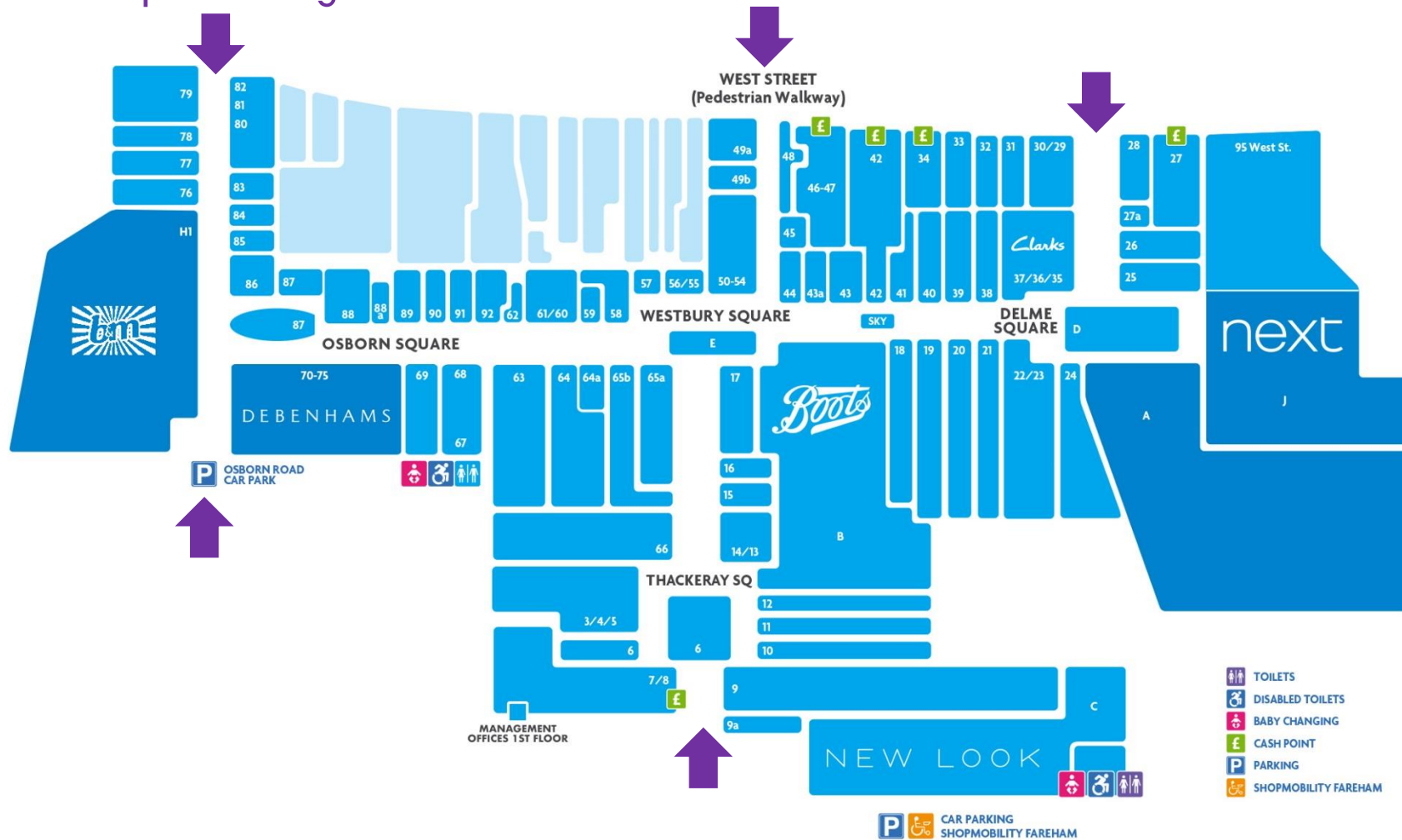
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During my visit to Fareham Shopping Centre...

I plan to be at Fareham Shopping Centre for: Hours & Minutes

Here is a map featuring our entrances:



What you can expect to see...

Fareham Shopping Centre has various facilities you may use whilst visiting us, here is some information on these facilities:

Toilets:

You will find 2 toilets in the Centre, West Passage toilets are located inside the Centre and the Main Complex toilets which are located towards New Look/Fareham Library.

Shopmobility:

If you do struggle with mobility and wish to use an aid of any form, Shopmobility is a safe and welcoming place to hire exactly what you need whilst in the Centre. You will find Shopmobility in Osborn Square inside the Centre, located opposite Millets.

Wi-Fi:

The Centre has free Wi-Fi which is free to use. Simply go to your device Wi-Fi settings, choose 'FSC Free' and register using your email address to get online.

Busier times in the Centre may look like this....

As Fareham Shopping Centre hosts various events throughout the year, you may wish to visit us when the Centre is quite, when no events are running, by checking our website before you visit you will easily see what events are happening and when they are taking place.

Christmas time is a particularly busier period for us, and below are some photos of the Centre and how different the Centre will look during this busy period.



You may also see events like these:

Goldilocks Teddy Bear Picnic



Mothers Day Events



Space Events



You may also see our Soft Play Area:

Located in Osborn Mall is a soft play area, this area can get busy with children and parents. It can get noisy, as the children play, so you may wish to use noise cancelling headphones here.



How will I be supported?

Sensory Sunday:

The last Sunday of every month we will turn off the mall music, hand dryers and introduce alternative hand drying facilities to reduce noise levels. Where possible our retailers will also turn off or turn down their in-store music, working together to create a more relaxed atmosphere. We will only use the Public Address System in an Emergency. We hope to be able to host Sensory Sunday's more often in the future.

Centre staff have undergone lots training to help support the needs of our customers wherever possible and should you require any information prior to or assistance during your visit please don't hesitate to contact us on 01329 822506.

Autism Cards:

These cards are here for you to use if you wish to tell staff or fellow shoppers you have Autism, these cards are available from Centre Management or downloadable from our website. The card will say:

“Hello my name is..... and I have an autism spectrum condition”

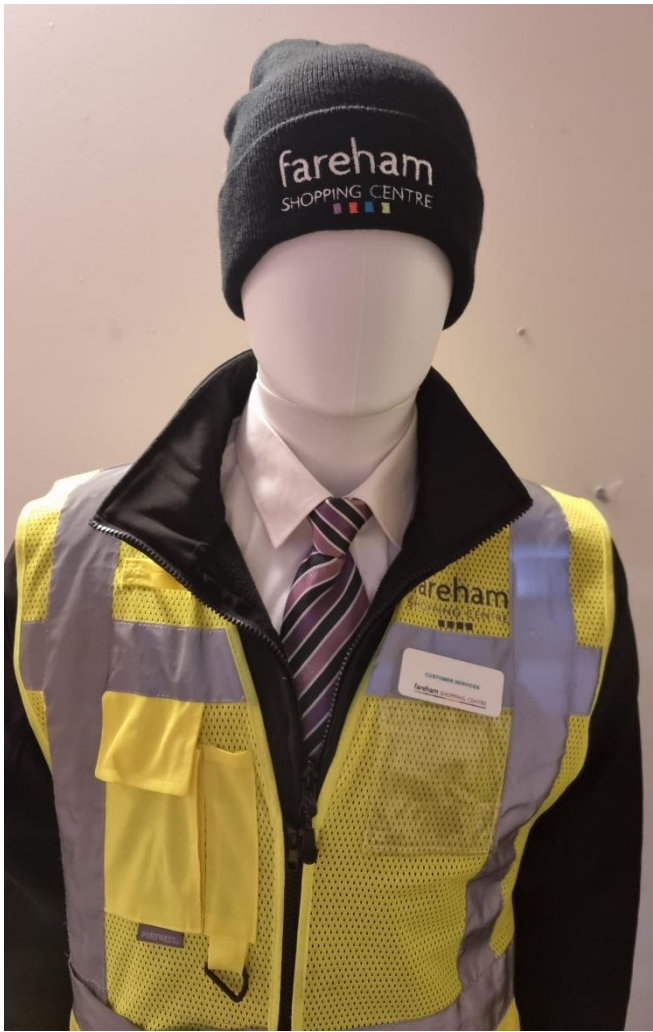
“Hello my name is and I have an autism spectrum condition, please help me by calling This is my (friend, companion, or support worker)”

Fareham Shopping Centre Staff:

All of the staff here at Fareham Shopping Centre are here to help you, below we have included images and information to help you see what we look like, and what uniforms they will be wearing.



Security Team Uniform:



House Keeping Team Uniform:



Management Team:

Mike Taylor
Centre Manager

Scott Sibley
**Deputy Centre
Manager**

Tracey Williams
Operations Manager

Lorna Pound
Centre Administrator

Centre Management

28 Thackeray Mall

Fareham Shopping Centre

Fareham,

PO16 0PQ.

Tel: 01329 822506

Email: enquiries@farehamshopping.com

Security & Housekeeping Managers:

Andy Gamon
Dual Services Manager

Thomas Taylor
Shift Leader

What can I do at Fareham Shopping Centre?

Eat, Drink, Shop and Relax

Here at Fareham Shopping Centre, you have lots of places to eat and drink. If you'd like to have a quiet coffee and a sandwich, Bakers & Barista's, Costa Coffee and Café Giardino's have lots of options on their menus, plus lots of seating so you can relax. You can also eat at one of our restaurants, Salt & Sage serve delicious meals and German Doner Kebab will cater for all your fast food needs. You will find lots of seating located around the Centre, you may wish to sit down and eat your own packed lunch.

Play Ping Pong

Fareham Shopping Centre is proud to be home of the Ping Pong Parlour, which you can use for free. With seating and plenty of ping pong tables, balls and bats you can play for as long as you like.



Some shops you will see in Fareham Shopping Centre.....



I plan to visit these shops during my visit:



You can write the names of the shops in the bubbles.

What should I do if something is wrong?

If something has gone wrong, find a member of our team, and if you cannot find a member of the Centre's team head to a nearby shop and speak to a staff member. Show your autism wrist band, sunflower lanyard or your autism card if you have one and explain what's happened. We have included a box below with examples, you can fill the box with anything else you think could go wrong.

You can also bring along the Alert Cards featured at the end of this guide – you can print them off, fill them in and bring them with you on your trip.

I am lost can you help me please?

I don't feel well.

I need a first aider.

I am having a panic attack and feel overwhelmed!

Please can you take me to a quiet place?

I have lost my personal belongings!

Write below other examples:

Fareham Shopping Centre Map:



After my visit.....

We would love to hear how you found your experience here at Fareham Shopping Centre and are continuously finding way we can improve. If you wish you can fill out this questionnaire and hand it to one of our team members, or drop it off to Centre Management, or you can email it to enquiries@farehamshopping.com

What I liked best about my visit today

What I want to do again

What I didn't like about my visit today

What I would do next time I visit

Was this guide helpful?

What could make this guide better?

What was missing from this guide?

Would you visit the Centre again?

Thank you for visiting us and we hope to see you soon!



Fareham Shopping Centre
Management Office, 28 Thackeray Mall
Fareham, Hampshire, PO16 0PQ

Tel: 01329 822 506

Email: enquiries@farehamshopping.com



Hello my name is

I have an autistic spectrum condition
and I need some extra help today.

Hello my name is

I have an autistic spectrum condition, I
am non-verbal

Hello my name is

I have an autistic spectrum condition, I
feel overwhelmed, and please could
you take me somewhere quite?

Hello my name is

I have an autistic spectrum condition.
Please can you help me and call this
number.....

Hello my name is

I have an autistic spectrum condition

Hello my name is

I have an autistic spectrum condition
.....
.....
.....

Please fill the Alert Cards in as you need; and bring it with you.
You can present the card to a member of staff if you feel you need
some extra help.