

Spinning Gate Shopping Centre, Leigh

An Autism Friendly Guide



Spinning Gate Shopping Centre, Leigh

Welcome

Spinning Gate Shopping Centre understands that for some people with sensory or additional needs a visit to a busy shopping centre can be a daunting experience.

At Spinning Gate 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 / 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.

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 the last page.

Thank you and take care

Karen Cox

Centre Manager

Spinning Gate Shopping Centre



Spinning Gate Shopping Centre, Leigh

Spinning Gate Shopping Centre

We have 4 x entrances & exits to the centre

- Car Park
- Bus Station
- Market Entrance (Opposite Peacocks)
- Market Entrance (Opposite O2)



Car Park



Bus Station



Market Entrance



Market Entrance



Spinning Gate Shopping Centre, Leigh

Music Free Mondays

Each Monday (from 9am – 5.30pm), Spinning Gate 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 – Near the Red Post-box near to O2

Should you get separated from your party, please make arrangements to meet them at our Meeting Point – near the Red post-box near to O2 (half way down the mall)



Spinning Gate Shopping Centre, Leigh

Shopping

Shopping is one of the main activities at Spinning Gate Shopping Centre

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



Bonmarche (Bus Station end)



Select (Middle)

Spinning Gate Shopping Centre has **34** stores with lots of national stores (Bonmarche, Clarks, Costa Coffee, Ryman Stationery, Farmfoods, Peacocks, Holland & Barrett, Select) along with independent stores too (Phone Gear, Nails for You, Precious Jewellery)



Spinning Gate Shopping Centre, Leigh

Public Toilets

We have listed below a number of locations for public toilets around the centre:

Free Public Toilets – Spinning Gate Car Park (near LeighWay)

- ✓ Free of charge
- ✓ Open Monday – Friday, 8.30pm – 3pm

Public Toilets – Leigh Bus Station

- ✓ 20p charge
- ✓ located near to stands A&B

Toilets – Within Cafes (in centre)

- ✓ These toilet facilities are for paying customers only



Spinning Gate Shopping Centre, Leigh

How to get to Spinning Gate Shopping Centre

There are a number of different ways which you can get to Spinning Gate Shopping Centre:

Walking

- ✓ The centre is close to Bradshawgate (Leigh Town Centre high street)
- ✓ The centre is opposite Tesco on Spinning Jenny Way
- ✓ The centre has 2 x links into Leigh Market Hall

By Car, Van or Motorbike – Spinning Gate Shopper Car Park

- ✓ Disabled Parking Bays
- ✓ Electric Vehicle Charging Points
- ✓ Free weekend parking on Spinning Gate Shopper Car Park
- ✓ Public Toilets (open Monday – Friday, 8.30pm – 3pm)

By Bus – Leigh Bus Station

- ✓ Public Toilets (20p charge, located near to stands A&B)
- ✓ Ring & Ride Service (stands A & B)
- ✓ Travel Shop (information desk)
- ✓ Cycle Hub (to store your bike near stand B)

By Bicycle

- ✓ There are bicycle racks near to the bus station (on the railings opposite the entrance to Spinning Gate Shopping Centre)
- ✓ Cycle Hub (to store your bike near stand B)

Spinning Gate Shopping Centre Mall Guide

BEAUTY / HEALTH

- Bodycare
- The Fragrance Shop
- Holland & Barrett
- Nails For You
- Hers & Sirs

CAFE / CATERING / FOOD

- Caffè Dolce
- Costa Coffee
- Farmfoods
- Spinning Slots

CHILDRENSWEAR

- Peacocks

LADIES FASHION

- Bonmarché
- Peacocks
- Select
- Roman
- Top One

FINANCIAL

- Nationwide
- Lloyds Bank

GENERAL / HOUSEHOLD

- B&M Bargains
- The Works
- Shoemaker

FOOTWEAR

- Clarks
- Shozone

LEISURE / LIFESTYLE

- Cardzone / Thorntons
- Cigtronica
- Ladbrokes
- OZ
- Phone Gear
- Precious
- Hers & Sirs
- Spinning Slots
- TUI
- Cannings WH Smith Local
- Jetz Travel

MENSWEAR

- Crave Menswear
- Peacocks

OPTICIANS

- Gill Opticians
- Vision Express

STATIONERY / CARDS

- Card Factory
- Cardzone / Thorntons
- Ryman Stationery
- Cannings WH Smith Local
- The Works

SPINNING GATE SHOPPING CENTRE OPENING TIMES

Monday to Saturday 9.00am - 5.30pm
 Sunday 10.00am - 4.00pm
 Bank Holiday Mondays 10.00am - 4.00pm

Please note the opening times of individual stores may vary.

FREE Weekend Parking & Bank Holidays

SPINNING GATE SHOPPING CENTRE FACILITIES

- Free Wifi
- Meeting Point
- ATM Machine
- National Lottery
- Amazon Lookers
- Photobooths
- Post Office
- Public Conveniences

SPINNING GATE SHOPPING CENTRE 01942 261632 www.spinninggate.co.uk



Spinning Gate Shopping Centre, Leigh

Eating Out

You can eat at Spinning Gate Shopping Centre

We have identified a number of eateries and places that you can eat



Costa Coffee
(near to bus station entrance)



Caffè Dolce
(middle of the mall, near O2)



Spinning Slots
(opposite bus station near Nationwide)

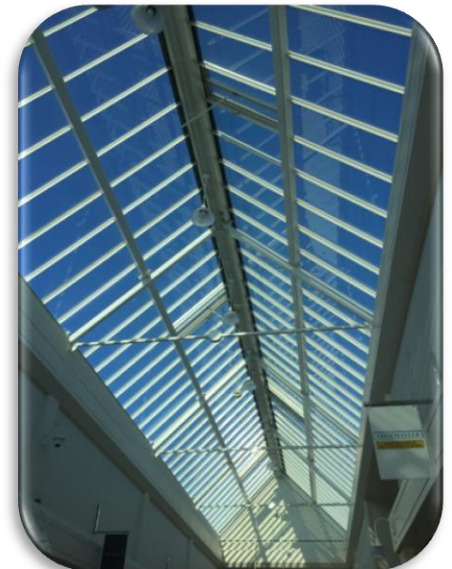


Spinning Gate Shopping Centre, Leigh

What to expect

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

- ✓ **Children's Rides** (in the middle of the mall)
- ✓ **Photo Booths** (at the entrance to Leigh market)
- ✓ **Links to Leigh indoor Market** (1) in between Crew & Fragrance Shop & (2) in between Shoe Master & Hers & Sirs
- ✓ **Benches** (in the middle of the mall)
- ✓ **Glazed roof** (lets in lots of natural light)
- ✓ **Bins for rubbish** (located around the centre)
- ✓ **Mall Music played** (Tuesdays – Sundays only)
- ✓ **The shopping centre can echo noises**
- ✓ **Cleaning Staff** (in uniform)
- ✓ **Security Staff** (in uniform)
- ✓ **Bike Racks** (car park end & bus station end)



Spinning Gate Shopping Centre, Leigh

Friendly Faces

The Spinning Gate 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 Uniform

The Spinning Gate Shopping Centre security team wear the following uniform



Cleaning Team Uniform

The Spinning Gate Shopping Centre cleaning team wear the following uniform

Centre Management Team

The Spinning Gate Shopping Centre management team do not wear uniform, but wear badges with their names on



Spinning Gate Shopping Centre, Leigh

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

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



Spinning Gate Shopping Centre, Leigh

Quieter Places

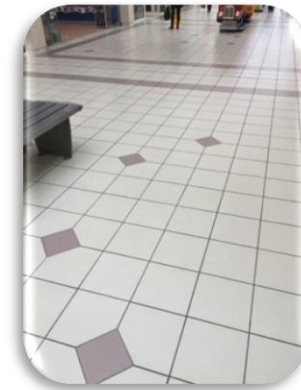
Listed below are quieter places within Spinning Gate Shopping Centre



Near O2



Car Park entrance



Benches near Car Park



Spinning Gate Shopping Centre, Leigh

Address

Our address is: Spinning Gate Shopping Centre, Centre Management Suite, Ellesmere Street, Leigh, WN7 4PG

Telephone number

Our telephone number is: 01942 261 632

Opening Times

Our opening times are: Monday to Saturday 9am – 5.30pm, Sundays 10am – 4pm

Bank Holidays: we are open 10am – 4pm

Website

Our website address is: www.spinninggate.co.uk

Facebook

Our facebook page is: www.facebook.com/spinninggateshoppingcentre/

Twitter

Our twitter feed is: [@spinninggate](https://twitter.com/spinninggate)

Instagram

Our Instagram page is: [@spinninggate](https://www.instagram.com/spinninggate)



Spinning Gate Shopping Centre, Leigh

Feedback

Thank you for taking the time to read this Spinning Gate 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 Spinning Gate Shopping Centre?**

- 2) **How can we improve your visit to Spinning Gate Shopping Centre?**

- 3) **Has this Autism friendly guide helped you gain a better understanding of Spinning Gate Shopping Centre?**

- 4) **Is there any other feedback / comments you would like to share regarding Spinning Gate Shopping Centre?**

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

