



Visiting Eldon Square

An autism-friendly
visual guide




EldonSq.

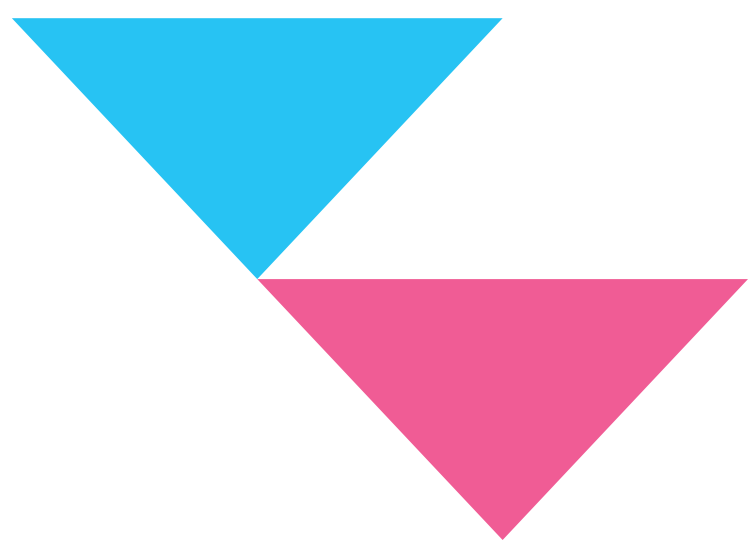
In partnership with
**north east
autism society**



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Planning your visit

Welcome to Eldon Square

We hope you enjoy your shopping and leisure trip to the centre. This guide will support you from the early stage of planning a visit to enjoying your experience on the day. This booklet will also let you know what to do in an emergency and how our teams can support you.


Throughout your visit, there will be friendly, trained staff on hand should you require our help.

This guide is in partnership with the **North East Autism Society**.

EldonSq.

Eldon Square
Percy Street
Newcastle upon Tyne
NE1 7JB

Telephone number:

 0191 261 1891

Social Media

 EldonSqNCL

 @EldonSqNCL

 eldonsqnci



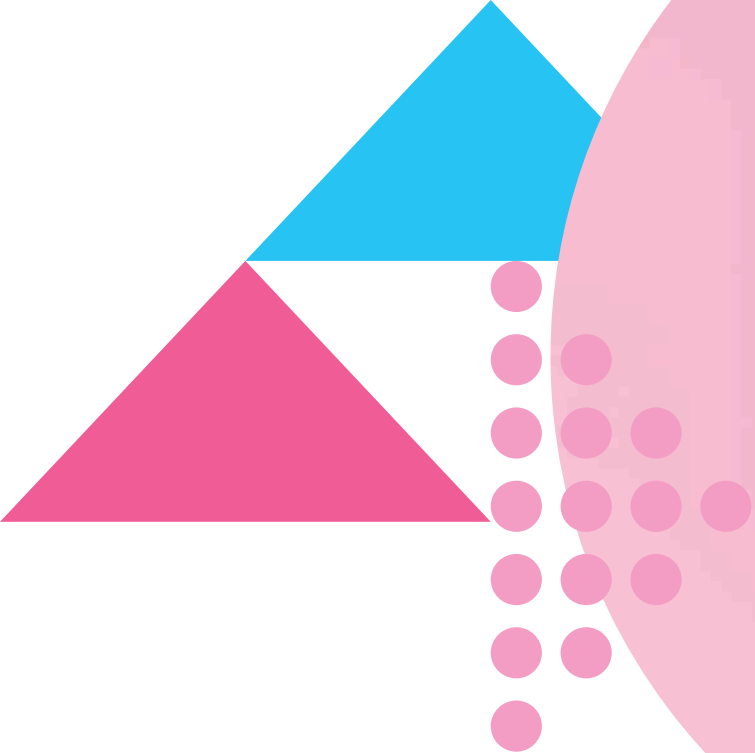
How to log onto our free Wi-Fi

Here at Eldon Square, we offer free Wi-Fi to all shoppers. Make sure you sign-up as soon as you get to the centre to start browsing.

It's easy to get online; follow these three simple steps:

1. **Go to settings on your device**
2. **Select Wi-Fi**
3. **Choose 'Eldon Square Free Wi-Fi'**

If you need more help, ask a staff member or visit the customer service desk outside of Fenwick.



Opening times at Eldon Square

Opening Times

Monday	9am – 7pm
Tuesday	9am – 7pm
Wednesday	9am – 7pm
Thursday	9am – 8pm
Friday	9am – 7pm
Saturday	9am – 7pm
Sunday	11am – 5pm

Restaurant opening times vary; please check the website for individual opening times.

- Eldon Square is **BUSIEST** on **Saturday & Sunday**
- Eldon Square is **QUIETEST** on **Mondays, Tuesdays and Wednesday** from 9am – 11am and **Thursday** 7pm – 8pm.


During events, sales and Christmas, Eldon Square can be very busy and look different.

Monthly Dedicated Quiet Hours



Our quiet hours run the first **Tuesday of every month from 10am to 11am**, and the following **Saturday 9am – 10am** all year round.

Where possible, we'll turn down the music, dim the lights, and our staff will be on hand to assist where possible.

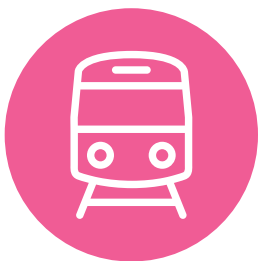


How will I get to Eldon Square?



By Car

Eldon Square is located in the centre of Newcastle city centre with several conveniently situated transport links and plenty of parking available in two adjacent car parks: Eldon Garden multi-storey and Eldon Square multi-storey.



By Metro

Eldon Square is also accessible via Monument Station, which has its dedicated entrance into the centre.

Monument station is in Metro Zone A / Network One Ticket Zone 1.

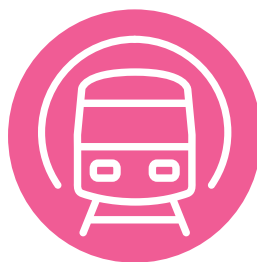


By Bus

There are two bus stations at Eldon Square and Haymarket, plus on-street stops at Blackett Street, Market Street and Pilgrim Street.

If your bus drops you off at the Haymarket bus stop, the quickest route into the centre is via Marks and Spencer; this entrance can be very busy.

If you arrive through Eldon Square bus station, you will see the main doors to enter the centre straight in front of you.



By Train

Newcastle Central Station is a 10-minute walk and one stop on the Tyne and Wear Metro.

Entrances into the centre

There are lots of different entrances into Eldon Square; please find below the four most popular.



Northumberland Street



Old Eldon Square














Eldon Square bus station



Grey's Monument

Centre Map (Lower mall)

















Key

-  Accessible toilet
-  Assisted changing facility
-   Baby feeding
-  Baby change
-  Bus station
-  Car park
-  Cash point
-  Escalator
-  Information
-  Lift
-  Metro station
-  Shopmobility
-  Stairs
-  Toilets
-  Shopping
-  Food & Drink



Centre Map (Upper mall)

Key

-  Accessible toilet
-  Assisted changing facility
-   Baby feeding
-  Baby change
-  Bus station
-  Car park
-  Cash point
-  Escalator
-  Information
-  Lift
-  Metro station
-  Shopmobility
-  Stairs
-  Toilets
-  Shopping
-  Food & Drink



How do I find the toilets?



Our clean, spacious toilets (and accessible toilets) can be found on:

- St Andrew's Way, just above the entrance from Clayton Street. Toilets can be accessed via two lifts as the toilets are above mall level.
- St Georges Way at street level near the entrances from Old Eldon Square and the bus station. These toilets are accessed at street level or from the escalators outside of John Lewis.
- Grey's Quarter toilets are next to the customer service desk at the entrance. **(Please be aware that this customer service desk is permanently closed)**

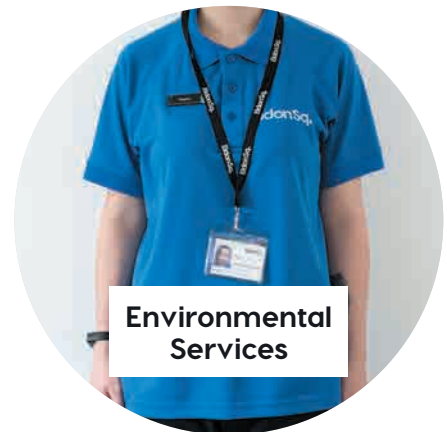
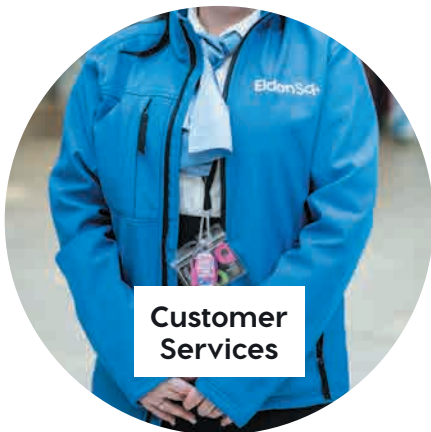
Some of the wheelchair-accessible toilets require a RADAR key to access before use. All Cleaning and Security staff carry a RADAR key and will be happy to assist people who require access. You can also visit the customer service desk next to Fenwick.




If you don't use words to communicate, please show our staff members this symbol, and they will be able to assist.

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# Who might I see at Eldon Square?





# What can I do at Eldon Square?

## You can shop

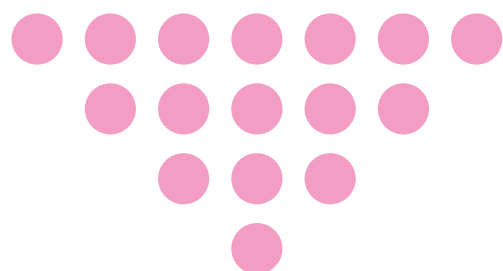
Shopping is one of the main activities at Eldon Square. To help you, or the person you are with, navigate around the shops, here are three pictures of our largest stores in the centre that you can use as a signpost.



To find out where these shops are located, please refer to our map on page 8 & 9. You can also visit our customer service desk or speak with any member of our team.

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

[www.eldonsquare.co.uk/our-stores/](http://www.eldonsquare.co.uk/our-stores/)



# What can I do at Eldon Square?

## You can dine out. (Take away)

We have lots of different dining options at Eldon Square. If you would like to take your food away, please see the below examples.

(Please note seating is sometimes available within these retailers, giving you the option to dine in or take away).



# What can I do at Eldon Square?

## You can dine in

You can also sit in one of our restaurants situated in Grey's Quarter; however, please remember these can be noisy at peak times

Examples of some of the restaurants are below:



**\*Can be noisy at peak lunchtime (12 noon – 2pm)**

A full list of our restaurants can be found on our website.

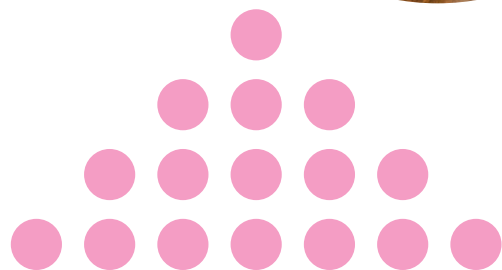
[www.eldonsquare.co.uk/our-stores/food-drink/](http://www.eldonsquare.co.uk/our-stores/food-drink/)



## Packed lunches

You can also bring a packed lunch and eat it at one of the seats in Eldon Square

**Bringing a packed lunch with you can sometimes make your visit quieter.**



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Busy times at Eldon Square

This is what the centre may look like during Christmas and events taking place at the centre. It can be very noisy.



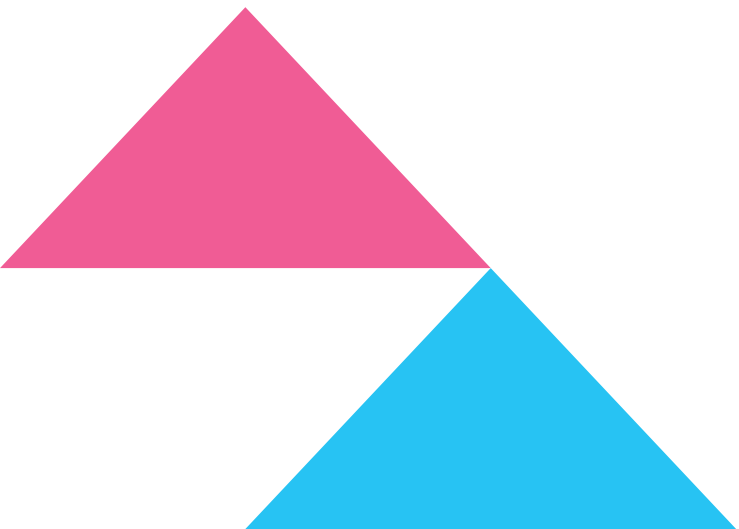
Christmas



Chinese New year



Student Night



What else might I see at Eldon Square?



Customer Service Desk



Promotional Kiosk



Amazon Lockers



How will I be supported?

Sunflower lanyard

You can collect a free sunflower lanyard from our customer service desk next to Fenwick. Our retailers and team will understand you may require additional support on your visit by wearing the lanyard. All Eldon Square staff have received autism awareness training from **'The North East Autism Society'**.




Emergencies

If you have an emergency, tell our staff. If you don't use words to communicate, please highlight one of the below and show your sunflower lanyard to our team. You could also prepare a text for our teams.

- I am lost, please help.
- I have lost something.
- I need someone trained in first aid.
- I am feeling overwhelmed; please help me find somewhere quiet.

If you wish to speak with a member of the team via telephone, please call 0191 261 1891

We would love to hear your feedback on your visit; please email: info@eldonsquare.co.uk

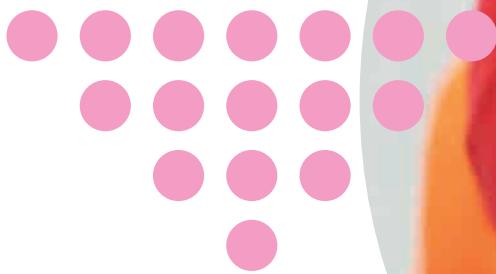


How to hire our Sensory Bag

Designed by parents supported by The North East Autism North Society, items include ear defenders, egg timers, sunglasses & fidget toys.

The sensory backpack is available from our Fenwick customer service desk for a refundable £20 deposit. Customers can hire the backpack for a maximum of three hours.

For more information on the sensory bag, please check out our website under the section accessibility.





Who are the North East Autism Society?

For more than 40 years, the North East Autism Society has led the way in providing autism-specific care and education for children, young people, and adults across the North-East of England.

Never losing sight of how and why they began – with a group of selfless, dedicated families determined to build a better future for their children – they are as passionate today as they were then to provide excellent services for autistic and / or neurodivergent people – and their families.

To find out more about their specialist schools, care facilities, further education college, adult day services, short breaks, employment support, youth and toddler groups or family support, please visit their website www.ne-as.org.uk
email info@ne-as.org.uk
or call **0191 410 9974**.

north east
autism society

Reg charity number: 1028260

