

Quiet Room

The Galleria has a quiet room that you can use at any time during your visit, please visit Customer Services on the first floor to arrange access. This area is unsupervised and an adult must be present at all times.

Potential to Grow

Visitors are welcome to explore the calm and peaceful gardens at Potential to Grow, located at the back of the north car park. For opening times please call 01707 256860.

Potential Kids

Potential Kids is an award winning charity based in The Galleria, which provides learning, social and sports opportunities to neurodiverse children and young adults. For more information visit www.potentialkids.org

POTENTIAL
KIDS

The Management Suite

If you require assistance or have any queries head to The Galleria Management Suite, located on the first floor near the Odeon.



Friendly Faces

The Galleria team can provide you with help during your centre visit.

The Galleria team wear the following uniforms:



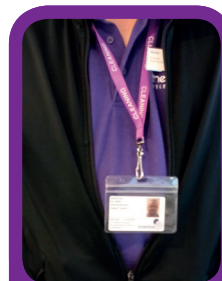
Customer Service Team



Get Wild Team



Security Team



Cleaning and Maintenance Team

Some of The Galleria team do not wear uniform but wear a Galleria lanyard around their neck and a Galleria badge with their name on:



The Galleria Lanyard



The Galleria Name Badge



An Autism Friendly Guide

the galleria
OUTLET SHOPPING

Hello and Welcome

This guide provides support for guests and their carers. We aim to ensure that you have a positive and rewarding visit to The Galleria, during which you feel safe and supported. Throughout your visit, friendly trained staff are on hand should you require assistance. Customer services can also help with directions, calling taxi's, first aid, free sensory toys and sunflower lanyards.



Quiet Hour

The Galleria provide a weekly quiet hour, every Sunday between 11am and 12pm. During 'Quiet Hour' the main mall and our stores will; reduce noise, by not using noisy equipment, turn off or down unnecessary music, TVs, and Radio's and turn off or dim unnecessary lighting.

Suggested Times to Visit

The Galleria is quietest :

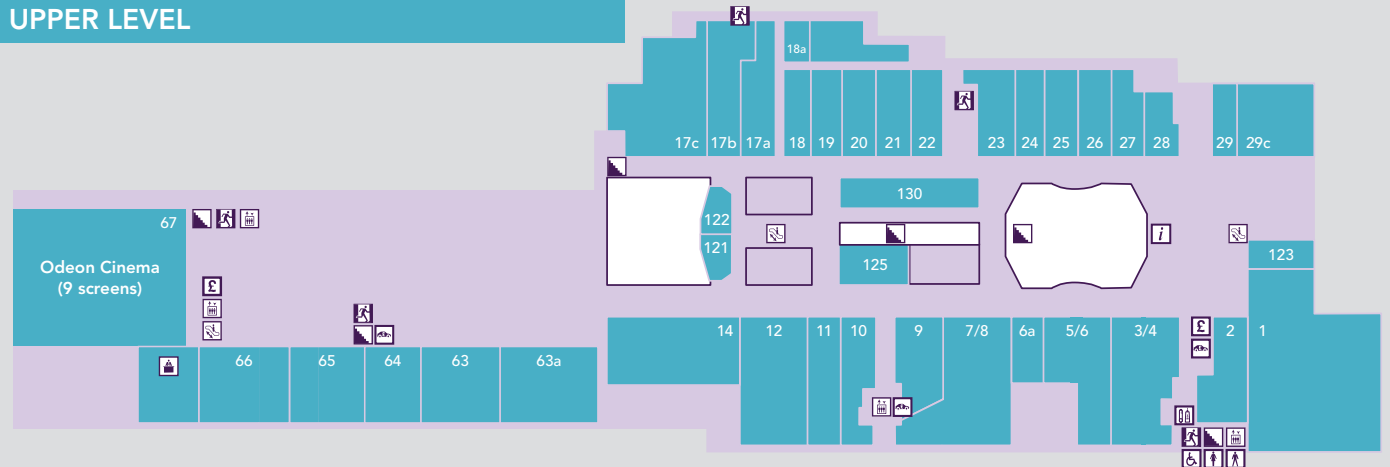
- Monday to Thursday 6pm – 8pm
- Sunday 11am to 12pm

The Galleria is busiest:

- Saturdays & Sundays
- School Holidays
- Bank Holidays

Centre Map

UPPER LEVEL



LOWER LEVEL



Key

Information Desk	Lifts	Mens WC	Baby Change
Fire Exit	Stairs	Ladies WC	Management Suite
Cash Point	Little Shoppers Stay Safe	Disabled Access WC	Car Park Payment
Escalator		Shop Mobility	

Disabled Toilets

We support the Crohn's and Colitis UK campaign to raise awareness of hidden disabilities. Our accessible toilets are available to anyone who needs them.

Accessible toilets are located on the upper level, down the corridor by the O2 store and on the lower level, down the corridor by Le Creuset.

Disabled Car Parks

3 Hours Free Parking for Disabled Patrons

Disabled bays can be found in:

- North car park close to McDonalds zebra crossing
- Level 3 of the multi storey car park
- Outdoor plaza car park opposite the mall bridge