



MIDDLETON GRANGE  
Shopping in Hartlepool

# Tell us your story

I am thirsty



I am hungry



I am lost



I need help



I am hurt



AT MIDDLETON GRANGE  
SHOPPING CENTRE

first floor

- Key
- Entrance
- Centre Management
- Male/Female Toilets
- Disabled Toilets
- Baby Changing Facilities
- Lifts
- Cash machine
- Escalator up
- Escalators up/down
- Car Park
- Stairs
- Shopmobility
- Family Room



ground floor



Clarks

The Entertainer

Catcote Metro

It can be very hard for some autistic people to understand the need to go to the shops.

This can lead to frustration and stress which may be shown through behavioural difficulties.

At Middleton Grange we want to make it as easy as possible for you and your guest to visit our store's so this guide will hopefully assist in your decision making before arriving at the centre.



Middleton Grange would like all of our customers to enjoy what we have to offer and will make every accommodation possible.

We also have ambassadors dedicated to liaising with families with additional needs.

Their role is to advise on quiet time/events and support in planning visits.

If you have any feedback or would like assistance please contact us:

Call 01429 861 220 or e-mail [info@Middleton-Grange.co.uk](mailto:info@Middleton-Grange.co.uk)



Catcote Metro, in the North Mall opposite The Entertainer, has a quiet area available

Between 8am - 9.30am and 4.30pm - 5.30pm every day the Centre's music system will be switched off

Clark's and The Entertainer offer a Quiet Hour on weekends between 9am - 10am

Clark's offer measuring tools online that may be of assistance prior to visiting to the store

The busiest times are 11:30am - 2pm

A Family Room is located in the South Mall near Primark which is a larger facility suitable for a changing room if required

FREE Shopper Safe wristbands are available from The Entertainer & Catcote Metro.

Contact details and any additional needs can be written onto the Shopper Safe wristband.

## Use these icons to tell the story of your shopping day...

How we will get there



BUS



TRAIN



WALK



CAR

We are going to the shops for



CLOTHES



SHOES



FOOD



COFFEE

At the centre there will be



PEOPLE



NOISE



STAIRS



DOORS

You will get a wristband that you must show someone who works in a shop if you get lost



Tell me how you are feeling

