

GUNWHARF QUAYS

WATERFRONT OUTLET SHOPPING

A GUIDE TO SENSORY SHOPPING



WELCOME TO GUNWHARF QUAYS

Gunwharf Quays is an outlet shopping centre with over 90 Stores and 30 Restaurants, situated next to the Historic Portsmouth Dockyard.



GETTING TO GUNWHARF QUAYS

There are many ways to arrive at Gunwharf Quays, you may come via one of the following:

Train Station:



As you leave the main exit for the Train Station you will turn right and follow the path past the Bus Station and then continue towards Vernon Gate, which currently our only entrance.

Bus Station:



As you leave the Bus Station via the East Exit follow the path away from the Historic Dockyard and continue to walk to Vernon Gate which is currently our only entrance.

Car Park:



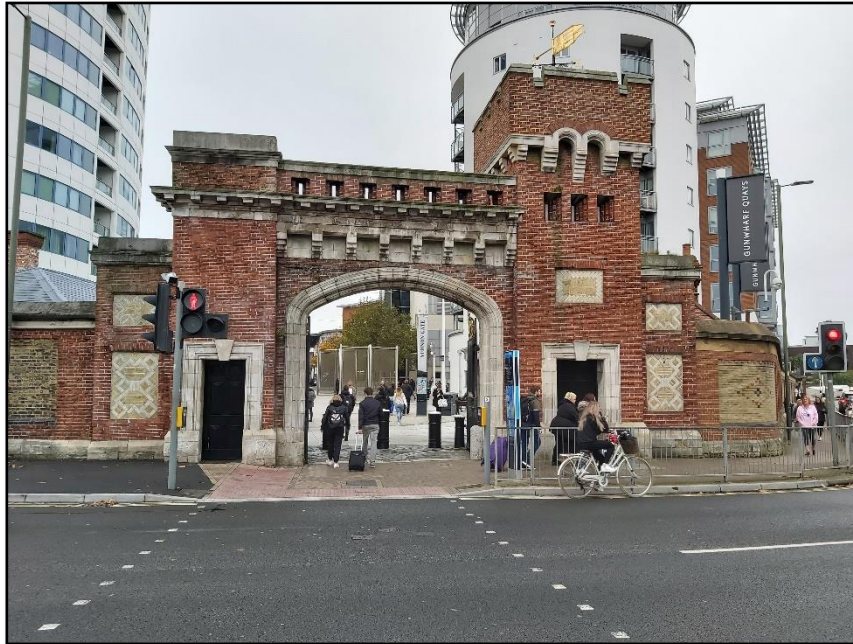
The Car Park for Gunwharf Quays is at the end of Park Road, after the traffic lights you will go underground to park. There are 2 levels and 35 Disabled bays available.

Coach Drop Off:



If you arrive by Coach you will be dropped off at the side of Marks and Spencers. You will then be directed to Vernon Gate which is currently our main entrance.

If you are coming to Gunwharf Quays from the Train or Bus Station you will walk towards Vernon Gate.



When you leave the centre, you will exit under the train bridge via Marlborough Avenue.



FINDING THE TOILETS

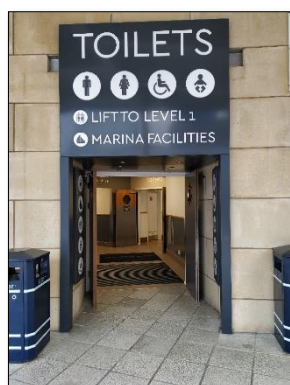
There are 3 sets of Toilets that can be found; Ladies and Accessible are next to Boots the Chemist, Accessible only Toilets next to the Cornish Bakery and Mens and Accessible Toilets opposite The Spinnaker Tower. We also offer a Changing Places room with a hoist located next to Boots. All toilets have hand dryers but the accessible toilets next to Boots and The Cornish Bakery have an option to use paper hand towels.



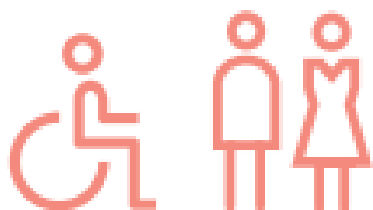
Toilets next to The Cornish Bakery



Toilets and Changing Room next to Boots



Toilets opposite the Spinnaker Tower



When using our map to navigate the centre, look for these symbols to find the toilets.

UNEXPECTED SIGHTS, SOUNDS AND SMELLS

Gunwharf Quays is located next to Portsmouth Harbour and the Naval Base. You may see and hear ferries, planes and ships going past. You may even see and hear helicopters flying over. Some of our shops and restaurants may even produce a stronger smell because of the items that they sell.



At the waterfront you will see the Gunwharf Quays Marina Office and The Emirate's Spinnaker Tower.



The Spinnaker Tower has 2 cafes and a souvenir shop.



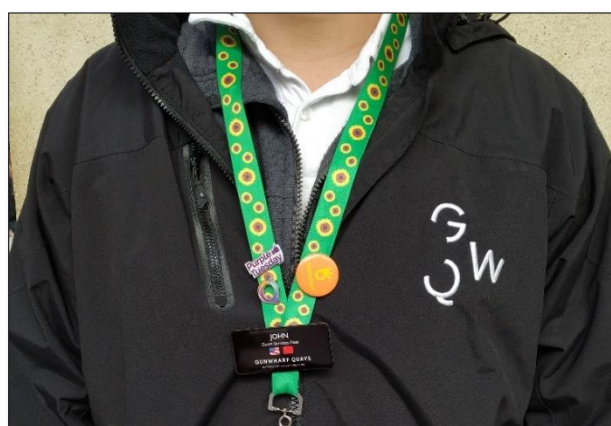
You may be able to smell shops, when you walk past, such as, The Body Shop, Rituals, L'Occitane, Molton Brown, The Perfume Shop, Whittard's, Yankee Candle, The Cornish Bakery and Five Guys.



HERE TO HELP

If you need assistance whilst visiting the centre, please approach any of our team. The pictures of uniform below will help you identify our team.

We are all here to help.



Guest Services Host



Security Officer



Guest Services Host



Cleaning Operative

PLACES TO GO IF YOU NEED HELP

The Guest Services Suite situated in Central Square is currently closed.



The Guest Services Team are learning Makaton and are stationed across the Centre. They are happy to provide you with a free Hidden Disability Lanyard and a Sensory Toy should you require this.

The Car Park Office situated in the main car park.



Services Available.

Our Mobility Service is a pre bookable service. Please contact GWQ-info@landsec.com for more information.



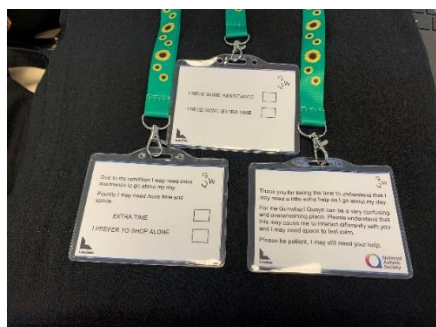
Centre Management Suite situated opposite Marks and Spencers is currently closed to the public but if you require a Quiet Room, please use the buzzer for assistance.





ACCESSIBILITY SERVICES

We have several services available that may help make your day a little easier.

The Guest Services team are able to provide free Hidden Disability lanyards, Accessible Shopping Cards and Sensory toys.



Hidden Disability

GUNWHARF QUAYS WATERFRONT OUTLET SHOPPING	
HELLO my name is... <input type="text"/>	
I have an autism spectrum condition	
<p>Thank- you for taking the time to understand that I may need a little extra help to go about my day successfully.</p> <p>For me Gunwharf Quays can be a very confusing and overwhelming place. Please understand that this may cause me to interact differently with you and I may need space to calm down.</p> <p>I have great passions about some subjects and may want to talk in depth about them or I may become engrossed in a certain activity. Please be patient, I may still need your help.</p>	 

Accessible Shopping Card



Sensory toys

Welcome to Gunwharf Quays



Social Stories

We also have a Social Story Service available to help plan your visit or to keep in touch with us. Please contact Guest Services for further detail at GWQ-info@landsec.com



The Quiet Room

If your visit becomes overwhelming and you need some quiet time.

STORES

As you are walk around you will notice that our stores change in appearance.



For Store opening times please check our website

<https://gunwharf-quays.com/shops>

RESTAURANTS

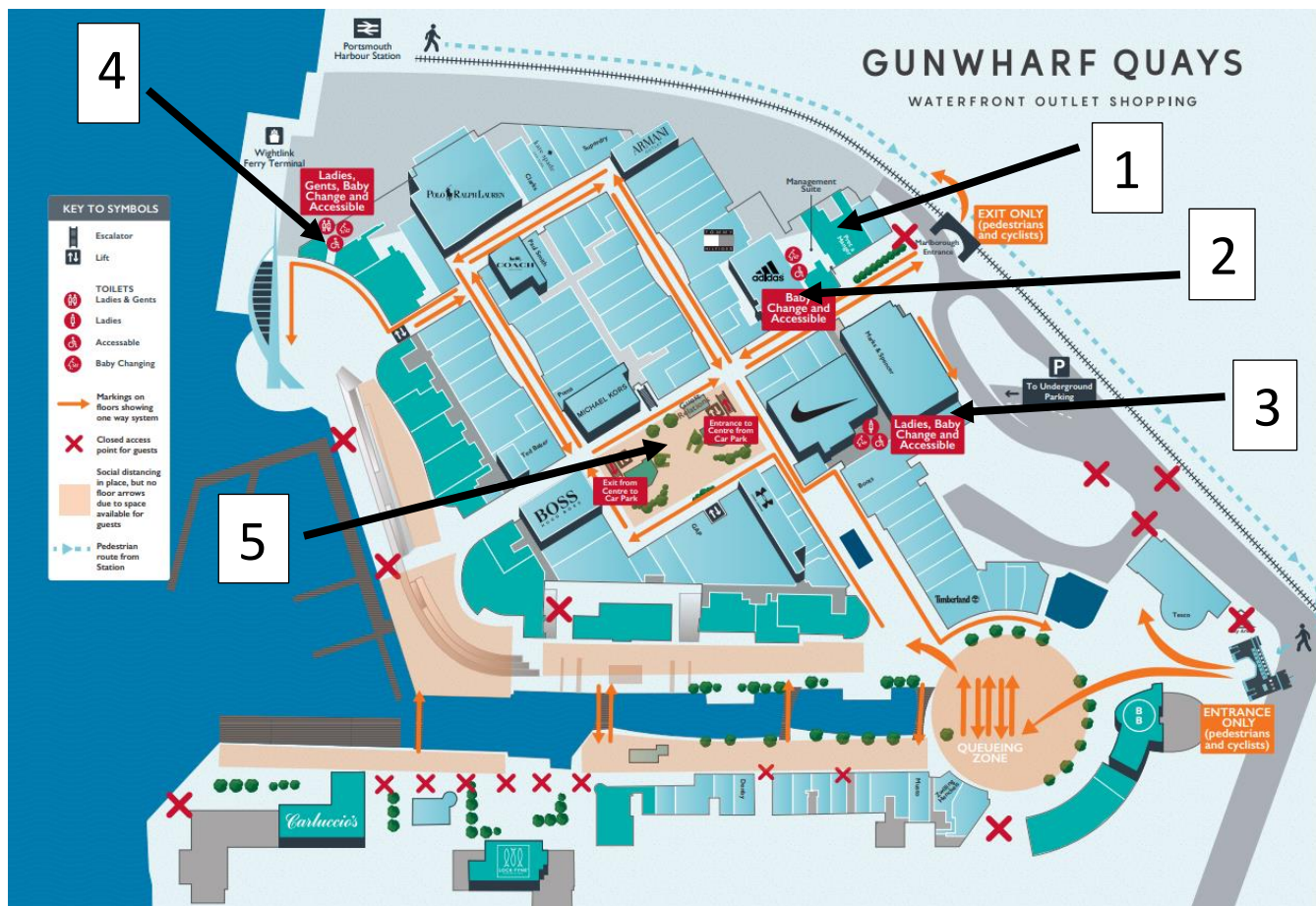
You will also see the restaurants vary in style around the centre.



Currently, many of our restaurants are closed so please check our websites for updates. <https://gunwharf-quays.com/food-and-drink>

CENTRE MAP

Here is the map of Gunwharf Quays with specific places you may need.



This map may change so please see the most updated version on our website.

1. The Quiet Room inside our Management Offices
2. Accessible toilets next to The Cornish Bakery
3. Female toilets next to Boots the Chemist
4. Male toilets opposite The Spinnaker Tower
5. The stairs up and down to the Car Park Office



HOW CAN WE IMPROVE?

At Gunwharf Quays we strive to continuously improve the Guest's journey for all our guests. If you wish to provide feedback on your visit, please complete the below form and hand it to a member of the team.

What can we do to make your visits more enjoyable?

How can we improve this guide?