Visiting intu Merry Hill
An autism friendly visual guide
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What is intu Merry Hill?
intu Merry Hill is a large regional shopping centre.

Our address is:
intu Merry Hill, Brierley Hill, West Midlands, DY5 1QX

Our telephone number:
01384 487 960

Website address:
www.intu.co.uk/merryhill

Facebook:
intu Merry Hill

Twitter:
@intumerryhill
Section 1 - The guide

What day am I going to intu Merry Hill?

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday
Section 2 - What time am I going to intu Merry Hill?

What time am I going to intu Merry Hill?

intu Merry Hill is busiest Thursday to Saturday.

Quietest times in the centre*
Sunday to Wednesday: 9am – 11am

*During events, sales, school holidays and Christmas, intu Merry Hill can be very busy and look different.
Section 2 - Busy times at intu Merry Hill

This is what the centre may look like during Christmas, school holidays and when events take place at the centre. It can be very noisy.
Section 3 - How will I get to intu Merry Hill?

You can get to intu Merry Hill by car

intu Merry Hill has 10,000 parking available across six car parks including disabled and family spaces so there are plenty of places to park.
You can also get the bus

We have an on-site bus station with almost 100 local and regional buses passing through the depot every hour.

Information on all the bus routes are available on the intu Merry Hill website.

You can also get the train

We have excellent bus links to a range of local train stations for onward rail links.

For full details on traveling to the centre, please visit: intu.co.uk/merryhill/centre-information/how-to-find-us
Section 3 - How do I get into intu Merry Hill?

You will be able to enter the centre directly from the bus station. The entrance looks like this.
Section 4 - How do I find the toilets?

Follow the signs to find the toilets.

Some of the wheelchair accessible toilets require a RADAR key to access before use. Our security staff all carry a RADAR key, and will be happy to assist customers who require access.
Section 5 - How will I be supported?

If you want you can use our autism awareness cards:

- The cards are for you to use if you want to tell staff or shoppers about your autism
- They will be included in the pack. You can pick one up from our customer service desk
- They can also be downloaded from our website
If you want you can use our autism awareness wristbands:

- The wristbands are for you to use if you want to tell staff about your autism
- They will be included in the pack. You can pick one up from our customer service desk
- If you need help ask any intu member of staff

If you need help, our staff will be wearing:

- Our customer service team
- Our security team
- Our environmental services team

Not all our staff wear a uniform, but they will all be wearing a badge with their name on. Our staff have received autism awareness training so will be happy to help you.
Section 6 - What can I do at intu Merry Hill?

You can shop. There are lots of shops at intu Merry Hill.

To find out where these shops are located, please refer to the map on pages 14 - 17.
Section 6 - Where will I visit?

I am going to visit...

List which shops you will go to. A list of all our shops can be found on our website at: www.intu.co.uk/merryhillstores
Section 7 - A map of intu Merry Hill

Upper mall

Key to maps

- Lifts
- Free Parking
- Escalator
- Toilets
- Cycle Parking
- Baby Changing
- Cash Dispenser
- Kids play areas and family events
- Post Box
- Customer Services
- Event Area
- Free Wi-Fi can be accessed everywhere in the centre
- Bus Station/Taxi Rank
- Entrance
- Amazon Lockers
- Electric Vehicle charging points

Services available at the customer services desk
- Gift Card
- First Aid
- Lost Property
- Fun Buggies
Section 7 - A map of intu Merry Hill

Lower mall

Key to maps

- Lifts
- Free Parking
- Stars
- Free mobile charging station
- Escalator
- Toilets
- Cycle Parking
- Baby Changing
- Cash Dispenser
- Kids play areas and family events
- Post Box
- Customer Services
- Event Area
- Free Wi-Fi can be accessed everywhere in the centre
- Bus Station/Taxi Rank
- Entrance
- Amazon Lockers
- Electric Vehicle charging points

Services available at the customer services desk
- Gift Card
- First Aid
- Lost Property
- Fun Buggies
Section 8 - Dining at intu Merry Hill

We have lots of different restaurants around the centre, including Nandos and Pizza Express.
You can also sit within Eat Central which offers a wide range of food offerings however, can become very busy and noisy especially over the weekends and school holidays.

For a full list of our restaurants visit

www.intu.co.uk/merryhill/restaurants
Section 8 - Packed lunch

If you prefer bring a packed lunch to the centre.

You can eat your packed lunch on one of the seats in intu Merry Hill.
Bringing a packed lunch with you can sometimes make your visit quieter.
Section 9 - What else can I do at intu Merry Hill?

Enjoy the latest film releases at our ODEON cinema.

Enjoy nature and take a walk along the canal located across the road from the centre.
Visit our ever changing Playworld.
Section 10 - Who might I see at intu Merry Hill?

- Environmental services team
- Customer service team
- Security team
- Other shoppers
- Management team
Section 11 - What to do if things go wrong?

You can find any member of intu staff.

You can go to our customer service desk located outside Ernest Jones.

Or visit our quiet room located near Eat Central toilets.
Section 11 - What to do if things go wrong?

If you have an autism awareness card or wristband show them to our staff. Tell our staff about your emergency

- 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

Write more examples...
Section 12 - After my visit

What I liked best about my visit to intu Merry Hill

What I want to do again

What I would like to do next time

We would love to hear your feedback at: www.tellintu.co.uk
Many thanks to the Dudley Autistic Support Group who helped create this guide.