

Sensory Shopping

Your guide to shopping at
Two Rivers Shopping Centre

**TWO
RIVERS**



workman
retail & leisure

Sensory Shopping at **Two Rivers Shopping Centre**

We have designed this guide to help you have a pleasant and fun visit to the centre, and feel safe and supported while you are here.

This guide has been set up into sections, to help you find the information you need before you visit, and while you are at the shopping centre. The page numbers and sections are listed below:



Planning your visit:

- 3 Information on opening times**
- 4 How to get to Two Rivers Shopping Centre**
- 5 Getting into the shopping centre**



When you are here:

- 6 How we will support you**
- 7 What shops we have at the centre**
- 8 Floorplan**
- 9 Places to eat**
- 10 People you may see**
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Address:

Two Rivers, Mustard Mill Road,
Staines-upon-Thames TW18 4WB

t 01784 493300

w www.tworiversstaines.com

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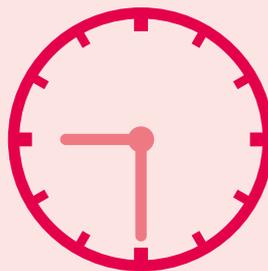
Planning your visit:

Information on opening times

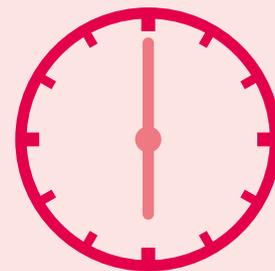
The centre is open **7 days a week**, the opening times are below:

On Monday to Saturday,
we are open:

Restaurants
generally open
and close later
See website to
check times



9:30 AM



6:00 PM

On Sundays, **we are open:**

**Individual
shop times
vary**



10:30 AM



4:30 PM

**The shopping
centre is...**

quietest:
Early
morning

busier:
August,
November,
December

busiest:
Car park busy
every day from
10:30am - 3:00pm
Also busy from
6:00pm - 8:00pm

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Ways to travel to: **Two Rivers Shopping Centre**



- Easily accessible from the **A30, M3, M4** and **M25**
- The Car Park is open 24 hours a day, 7 days a week - it consists of 3 open air car parks with their own entry and exits
- Blue Badge holder spaces and parent and child spaces
- Electric car charging points situated near **Hobbycraft**
- Car park charges are from **07:00am to 6:00pm**, if you arrive during this time you will need to pay for your parking when you are ready to leave.
- Parking is **free from 6:00pm to 7:00am** (i.e. overnight)
- **Directions:** From London take the A316 which connects with the A308 at Sunbury. From Middlesex take the A30 into Staines. From South-West take the A30 through Staines. From Oxfordshire take the M40 / M25 through to Staines



- **Staines Station** is a short walk from Two Rivers, with fast and frequent service into **Staines Station** from **London Waterloo, Reading** and **Windsor**. See www.nationalrail.co.uk
- For the station plan see: www.nationalrail.co.uk/stations-and-destinations/stations-made-easy/staines-station-plan
- Directions: Leave the station on the Platform 1 side and turn left, walk down a path that is adjacent to the railway line, follow this to end where you will then turn left and be able to cross over the road with the **Premier Inn** on the diagonal corner. This is the **High Street** and if you walk down you will see **Pret** on your right and the **Norris Road entry** to Two Rivers



- The following bus routes will bring you into **Staines Town Centre**
117 Lampton to Staines Stops at Staines
203 Hounslow to Staines Stops at Staines
216 Kingston to Staines Stops at Staines
290 Richmond to Staines Bridge Stops at Staines Bridge
461 Kingston Hospital to Staines Midstop (Thorpe Park)
481 Kingston Hospital to Staines Stops at Staines
491 Kingston to Heathrow Airport Central Midstop (Staines)
602 Shepperton to Staines Stops at Staines



- If you cycle there are lots of cycle racks on the site: opposite **Vue Cinema**, outside **Metro Bank**, adjacent to **PC World** and outside **The Entertainer**

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Planning your visit:

Getting into the shopping centre

You can enter the centre through **4 entrances**



Norris Road

Two Rivers is an open air centre with a road and a river running through the middle

There are also entrances via the **3 car parks**



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When you are here:

How we will support you



Should you need help, see a member of our **Security team**, they wear **yellow jackets**

If you cannot see someone press help on a car park machine they will be able to assist you or call **01784 493300**

Show your **Autism Awareness Card / Other ID.**

Tell our staff what help you need

You can also come to the **Management Office** which is above **Metro Bank** Ask us to call your designated **'Safe Person'** or **Carer**

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When you are here:

What shops we have at the centre

Our most popular shops are:

Vue Cinema

Hold autism-friendly screenings where the lights are left on low, the sound is turned down and trailers and adverts aren't played www.myvue.com/cinema/staines/accessibility

Vue is located at the far corner of the scheme adjacent to the West Car park entrance and down from Nandos.



The Entertainer

Has quiet hour on a Saturday morning at 9am.

Located on Norris Road.



The Boots logo, featuring the word 'Boots' in a white, cursive script font inside a grey oval, which is itself inside a purple circular frame.

Boots

Prescriptions, beauty items and shower gels etc...

located in the run of shops between Metro Bank and The Entertainer.

Next

sells clothing for men, women and children. Also stocks homeware and furniture. There is a costa coffee on the 1st floor.

located on the North side of the scheme at the back of the North Car park in the same run as PC World and TK Maxx.

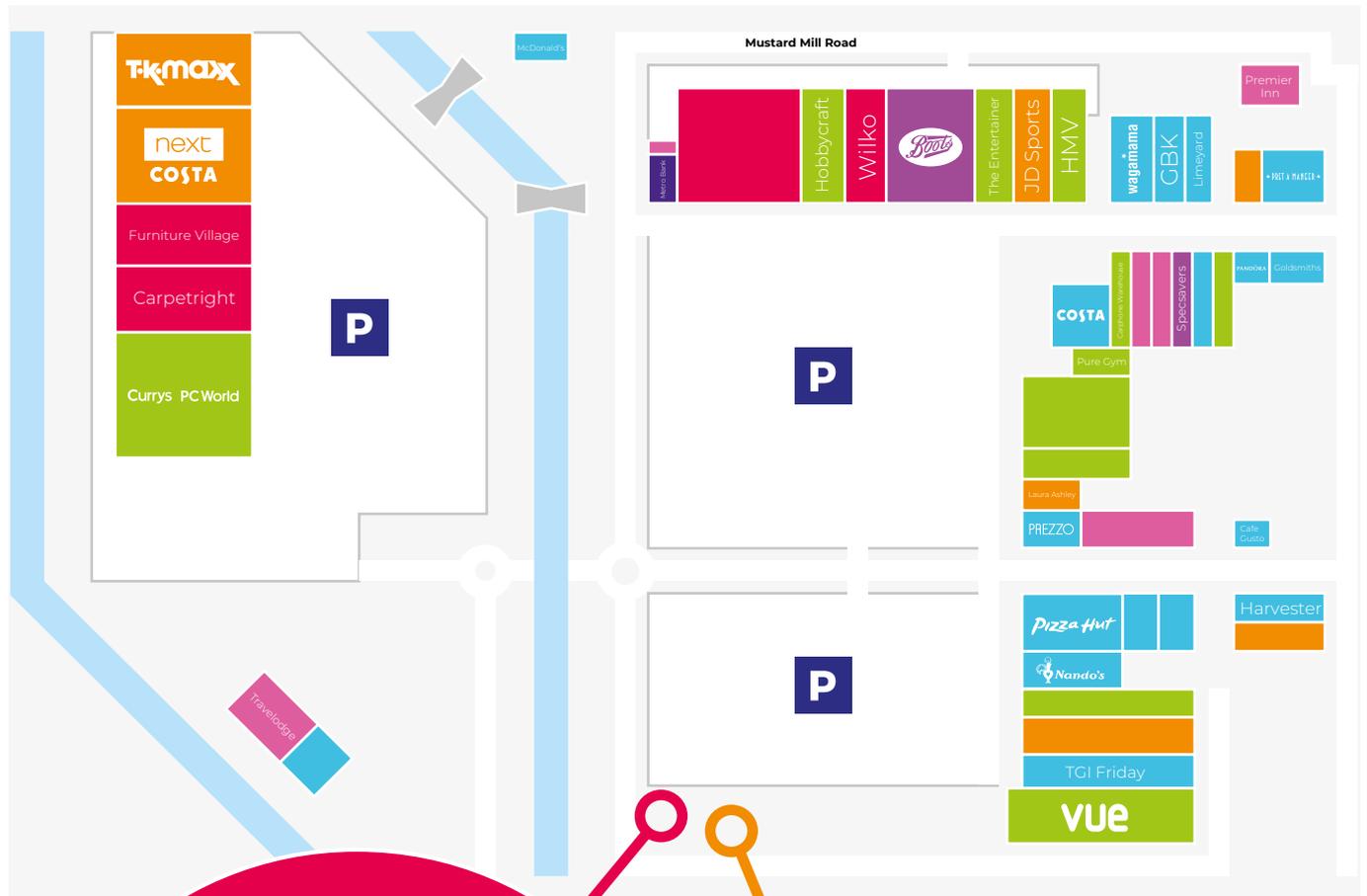


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When you are here:

Floorplan

The floorplan to the centre is below. If you are struggling to find somewhere, please do ask any member of Two Rivers Shopping Centre Staff. A full list of our shops can be found at: www.tworiversstaines.com/StoreDirectory



Public Toilets are situated next to **Shopmobility** opposite **Vue Cinema**

There is a **changing places facility** in Staines-upon-Thames situated in **Marianne's Community Café 4 Thames Street, TW18 4SD, opposite Debenhams**

Shopmobility

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When you are here:

Places to eat

There are many places to eat and drink in the Two Rivers. Details are here www.tworiversstaines.com/StoreDirectory/Cafe-Restaurants-Cinema



Costa Coffee:

Coffee, drink, sandwiches, cakes and light snacks

Located in the main square or on the 1st floor of Next

★ PRET A MANGER ★

Pret A Manger:

Sandwiches, drinks and snacks. The upstairs area which can be quieter.

Located on the corner of Norris Road.

Lunch Buffet options



King Fu:

Oriental buffet

Located on Tilly's lane

Pizza Hut

Pizza Hut:

Pizza restaurant with a lunch time buffet

Located on Tilly's lane

Do you want to bring your own lunch?

Feel free to use any of our benches located throughout the scheme. The quietest area is by the River on the side where **next** and **TK Maxx** are.



Is there a shop or eatery you would like to visit while at the shopping centre?
Please use the space below if you would like to plan your visit:

_____	_____
_____	_____
_____	_____

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When you are here:
People you may see

While at the shopping centre, you may see the following people:



Security Staff



Cleaning Staff

Maintenance Team



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Management Team



Other Shoppers

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When you are here:
Things you may see



Photo Booths



Kiddie Rides



Promotional Kiosks



ATMs
within
Metro
bank



Events



Sandpit
There is a sandpit
each summer
from **July to Mid-
September** at
the end of
Norris Road



**Seasonal
decorations**

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We welcome any feedback you may have about this guide.

Did you find it useful?

Is there anything that would
have made your visit better?

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