

# Visiting O2 Centre

An autism friendly  
detailed guide



# Hello & Welcome

**The O2 Centre understands that for some people with autism spectrum conditions, sensory or additional needs, a visit to a busy shopping centre can be a daunting experience.**

We work closely with the National Autistic Society and Purple to give all our guests the best possible customer experience.

This guide will support you from the early stages of planning a visit to arriving to the centre. Information about facilities and services and what to do in an emergency are also included.

We aim to ensure that you have a pleasant and fun visit in which you feel safe and supported. Throughout your visit there are friendly staff on hand should you require assistance, and of course any further information should you need it can be accessed on line [here](#).

We would welcome your feedback about this pack and feedback forms can be found at the back.

Thank you and I hope you have an enjoyable visit.

## **Alison Linskey**

Retail Manager & Community Champion

M: 07979 270917

email: [alison.linskey@landsec.com](mailto:alison.linskey@landsec.com)

# *contents*

Hello & Welcome

SECTION 1: Visiting Times

SECTION 2: Planning your trip

SECTION 3: Helpful Aids

SECTION 4: Parking & Transport

SECTION 5: Toilets

SECTION 6: What to do if things go wrong

SECTION 7: Centre Maps

SECTION 8: Shopping & Dining

SECTION 9: Feedback questionnaire

SECTION 10: Contact us

# Visiting times

We have identified the O2 Centre's busiest and quietest times to visit our centre so you can pick the best time of your visit.

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## Shopping opening times

**Monday to Friday** 6am - 12.30am

**Saturday** 6am - 1am

**Sunday** 7am - 12.15am

Some shops and restaurants will open earlier or later throughout the year. All our updated opening hours are on the O2 Centre website.

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## Quiet times in the centre

**Wednesday** 10am - 11am

**Sunday** 11am - 12pm

During these times the O2 Centre will reduce the amount of noise and music on the malls.

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## Busiest times in the centre

**Saturday & Sunday** All Day

Plus school and public holidays

# Planning your trip

## The O2 Centre website

Our website has all recent news, such as changes to opening times, and any upcoming events which may help you decide when is best to visit and prepare you or the person you are visiting with, for any changes, visit [o2centre.co.uk](https://o2centre.co.uk)

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## Social media

You can also see what's going on at the centre via our social media channels.



@O2CentreFinchleyRoad



@o2\_centre\_nw3

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## Free Wi-Fi

There is free Wi-Fi in the centre if you would like to use the internet while visiting the O2. It's easy to get online, just follow these three steps:

1. Go to "Settings" on your device
  2. Select Wi-Fi
  3. Choose O2 Centre free Wi-Fi and register with your email and phone number to get online (next time it will logon automatically).
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# Helpful Aids

## The hidden disabilities sunflower lanyard

Not all people with hidden disabilities need assistance. However, if you do, wearing a sunflower lanyard discreetly indicates to our staff that help may be needed.

A sunflower lanyard encourages you to ask for extra support (although you don't have to be wearing a lanyard to ask for this).

It also encourages you to use the lanyard to tell other people about the type of assistance you need.



## Sensory Backpacks

The O2 Centre has a number of sensory backpacks available to hire during your visit.

To hire a backpack please visit the O2 Management Suite on Level 2 or ask a member of the O2 Team. The backpack must be returned at the end of your visit.



# Parking & transport

## By Car

Satnav users should use the postcode NW3 6LU - this will put you right outside the centre. Take the first turning on the left (along the side of the Centre) and you'll see the car park entrance.

## By Train/Tube

The centre's nearest tube station is Finchley Road. Finchley Road is on the Metropolitan and Jubilee lines; as you leave the station, turn left, and you'll find us just past the small shops.

We're also a few minutes walk from Finchley Road & Frognal railway station, on the London Overground Richmond/Clapham Junction to Stratford line; turn right and walk along the main road - you'll find us on the right.

## By Bus

There is a bus stop right outside the O2 Centre Finchley Road. The 13,113,187, 268 and N113 all stop at the centre daily.

## Car Parking

Our car park is easily accessible from Finchley Road (turn into Blackburn Road, just outside the Centre). We have partnered with QwikPark to help make parking at the O2 Centre quicker, cheaper and easier for you. To download the app, please click [here](#) for the Apple Store and click [here](#) for Google Play. You can also sign up online [here](#).

### Car Park Tariff

0-2 hours	£3.50
2-3 hours	£4.50
3-4 Hours	£6.00
4-5 hours	£10.00
5-6 hours	£15.00
6-7 hours	£25.00
7-10 hours	£35.00
10+ hours	£45.00

There are over 10 Blue Badge bays and there is no additional discount for blue badge holders.

# Toilets

All toilets and the accessible toilet are on level 2 of the centre. There is step free access to the toilets, a lift is available from Level 1.

Please note the entrance to the accessible toilet is via RADAR lock. Keys are available from members of the O2 staff.

You may wish to purchase your own RADAR key before you arrive. These are available from the national key scheme and means you have access to all disabled toilets not just at the O2 Centre but throughout the UK.



# What to do if things go wrong?

Every member of the O2 Team have been trained in Autism and are on hand should for some reason things go wrong during your visit.

Please reach out to one of our members of staff and they will happily help and support you. They will be dressed in one of the uniforms below and will be wearing a name badge.



Security Team



Cleaning Team








The O2 Teams can help you with:

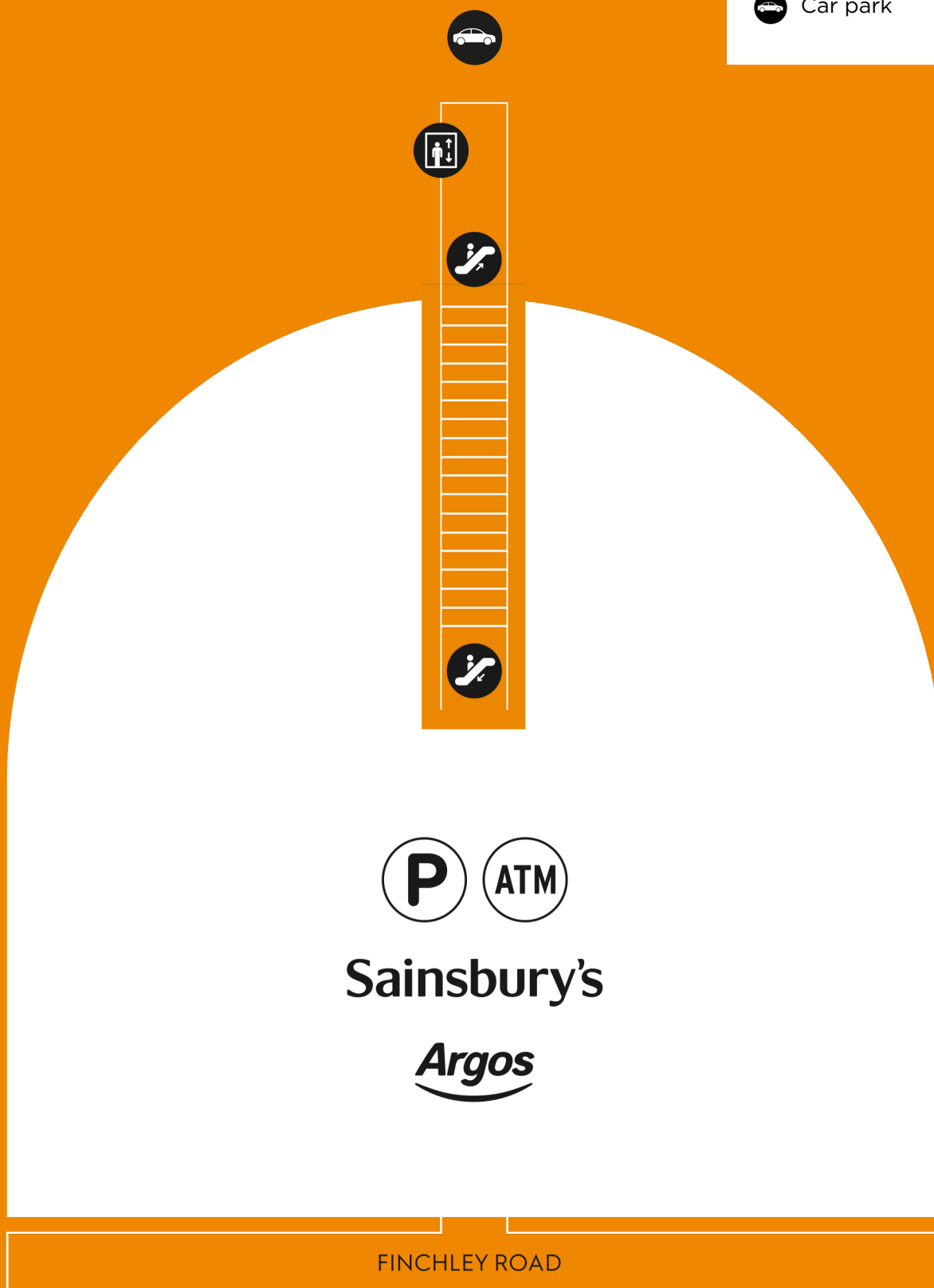
- Information regarding the Shopping Centre
- Help with directions within the centre
- Access to Hidden Disability lanyards, sensory rucksacks & toys
- Directions & Access to Accessible toilet
- Putting you in touch with the Mental Health First Aider.

# CENTRE MAPS

## LEVEL 0








### SERVICES

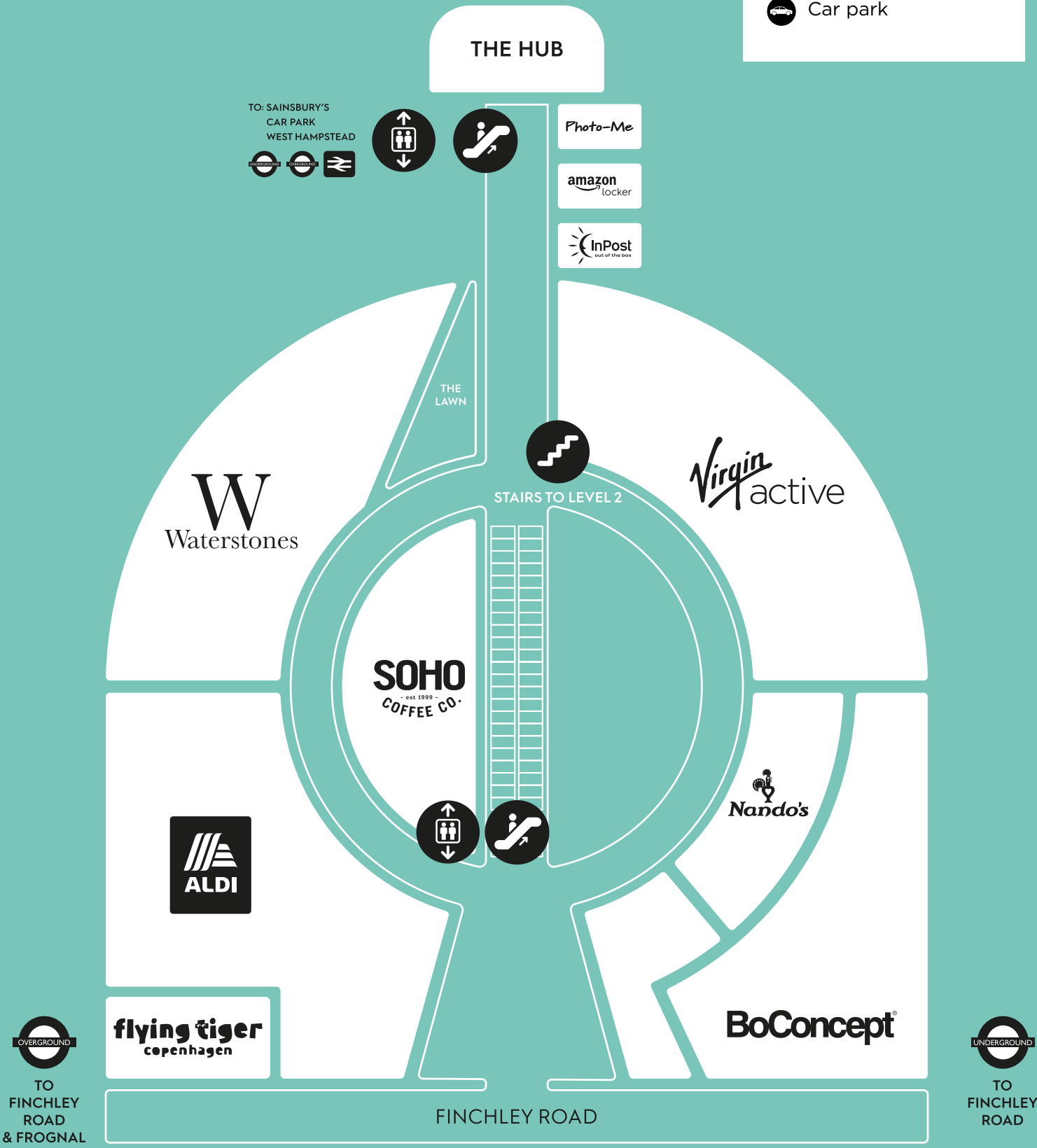
-  Escalator
-  Lift
-  Toilet
-  Accessible facilities
-  Baby changing
-  Prayer room
-  Car park










[Download here](#)

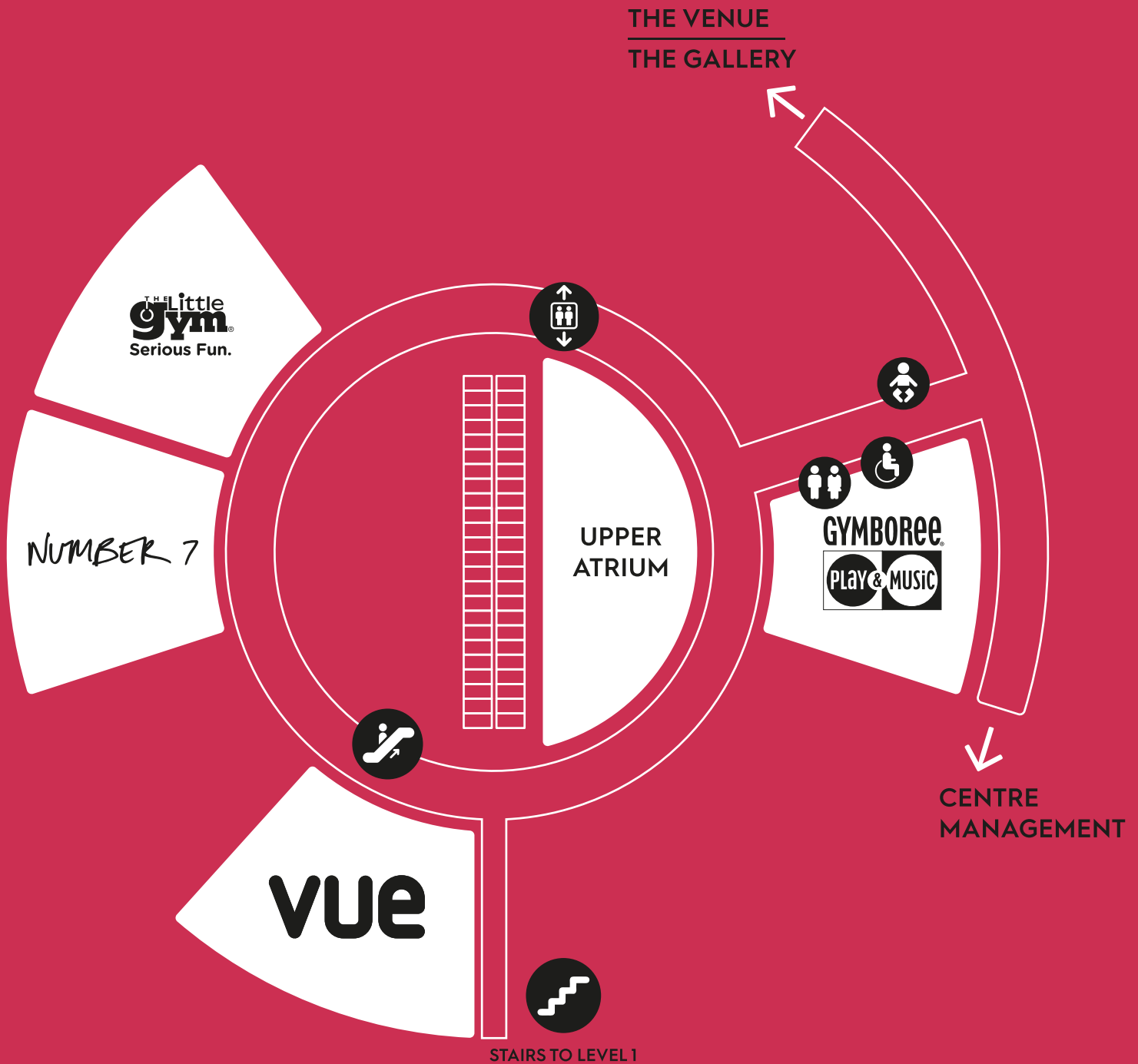
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# Shopping

Shopping is one of the main activities at the O2 Centre. To help you, or the person you are with navigate around the shops here are some pictures of three of our largest stores in the centre, that you can use as signposts.



# Dining

The O2 Centre currently has three restaurants Nando's and Soho Coffee which are both located on Level 1 and Zero Zero which is located on Level 2. These are best to visit from 11.30am or late afternoon when it is quieter.



# Leisure

Vue Cinema is on Level 2. You can access this from the lift on Level 1.

It has autism friendly screenings at 10am on the last Sunday of every month. This includes soft lighting, lowered volume and no trailers in the auditorium.

# Feedback & Questionnaire

We would love to hear your thoughts about your visit so we can constantly look to improve our service and facilities to you.

**Was the autism friendly guide to the O2 Centre helpful?**

**Yes/No**

**Why?**

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**What could be better about the guide?**

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**What was the most enjoyable part of your day?**

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**How could the O2 Centre be more autism friendly?**

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Please complete and email your feedback to Alison Linskey, O2's Retail Manager and Community Champion at [alison.linskey@landsec.com](mailto:alison.linskey@landsec.com)

Thank you for your feedback.

# Contact us

The O2 Centre  
255 Finchley Road  
London  
NW3 6LU  
Tel: 020 7794 7716

Should you wish to meet the Mental Health First Aider before your visit please contact:

Alison Linskey  
M: 07967 270917