



QUIETER PLACES

You can find a quieter space away from main mall traffic at the Community Hub, located near Lovisa and Next. The Conference Room can also be used as a prayer space.

CALMER SHOPPING

On Wednesdays and Sundays we turn off the mall music and dim lights where possible.

Stores are likely to have music playing during this time but Guest Services can advise which retailers take part.



GETTING AROUND



SCAN FOR THE CENTRE MAP

LARGE PRINT MAPS ARE
AVAILABLE FROM GUEST SERVICES

CONTACT US

EMAIL

hello@westwoodx.co.uk

PHONE

01843 867273

WEBSITE

www.westwoodx.co.uk

ACCESSIBILITY GUIDE



COMPLIMENTARY SUPPORT SERVICES

SENSORY BACKPACKS

Ear defenders
Sensory toys

SUNFLOWER LANYARDS

A discreet sign you have a hidden disability

AccessAble

Online access guides featuring
photography of all areas of our destination

SIGNLIVE (CONVO)

Access a BSL interpreter via any of team or
within our brands

MENS SANITARY BINS

Available in all cubicles

CHANGING PLACES FACILITY

Located on the First Floor of the Centre
Management Suite; first-time users must
register with Reception on arrival

MAKATON

Our staff are aware of basic Makaton sign
language to assist with communication
difficulties



VISIT GUEST SERVICES FOR MORE
INFORMATION OR TO ACCESS ANY
OF THESE SERVICES

OPENING TIMES

Monday - 9:30am to 7:30pm
Tuesday - 9:30am to 7:30pm
Wednesday - 9:30am to 7:30pm
Thursday - 9:30am to 7:30pm
Friday - 9:30am to 7:30pm
Saturday - 9:30am to 6:30pm
Sunday - 10am to 4pm



Please check with individual stores on
their website as opening hours may
differ to the destination opening hours.



OUR FRIENDLY TEAM



Our team can be found across the
destination and are here to help you
have a great visit.

HOW TO IDENTIFY OUR TEAM

Our team can all be identified
by their name badge.



Holly

THINGS TO BE AWARE OF

HEARING LOOP

We have a hearing loop system in our
Centre Management Suite Reception

BUSY PERIODS

Weekdays between 11am-3pm, weekends
and during festive periods are our busiest
times

MUSIC

Music is played across the mall and within
our brands, this is reduced during our
Quiet Hours on Wednesday and Sunday

WHEELCHAIR HIRE

Wheelchairs can be hired from our Centre
Management Suite Reception; guests can
call our Guest Services team for more
information and availability

TRAFFIC

Our roads and car parks can get very busy,
especially at weekends

BUSKING

Live performances and events may take
place around the destination - our Guest
Services team can provide event
information prior to your visit

CHARGING POINTS

We have power banks available to charge
personal devices from the Centre
Management Office