



My Visit to Buttercrane Centre

I am going to visit Buttercrane Shopping Centre in Newry. It is a large, bright and busy place with lots of people, shops, cafes and restaurants. The front of the building (along Buttercrane Quay) is made up of white metal wall panels, black glass and a tiled roof. The back of the building and multi-storey car park are made up of red bricks, black glass and a tiled roof.



Front of Centre (Buttercrane Quay)

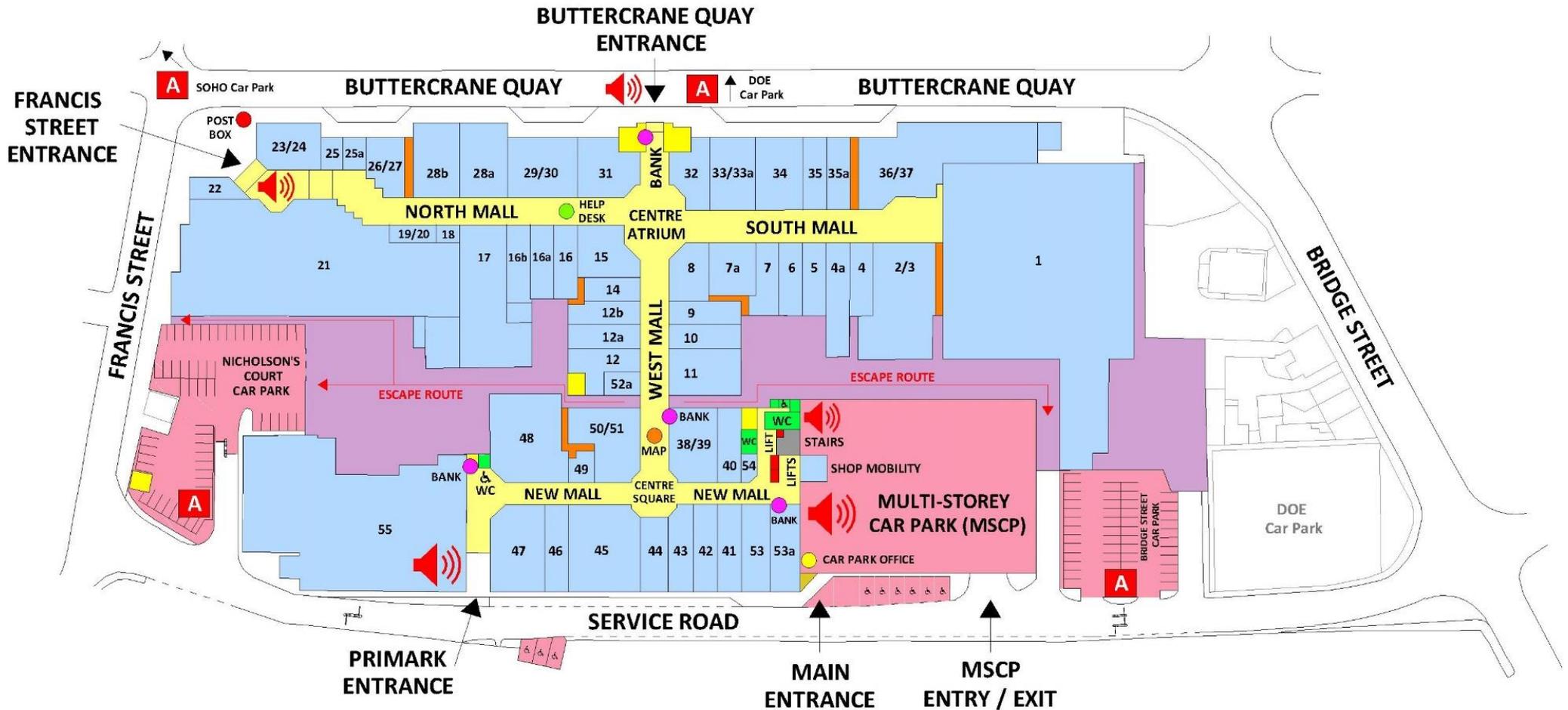


Back of Centre (service road) and Multi-Storey car park



Buttercrane Centre Layout Map

The Centre can be accessed by car from both Francis Street and Bridge Street. There are two external car parks: Nicholson's Court car park (side of Primark) and the Bridge Street car park (side of the Multi-Storey). The Multi-Storey car park has nine levels, seven are enclosed and the top two are open.



- A** Emergency assembly points
- Fire escapes
- Help desk
- Toilets
- Centre layout map
- Bank machines
- Post Box
- Area with heightened noise levels (hand driers, TVs, vehicle traffic)

*Sensory Support Packs available at Help Desk (small refundable deposit required)

Vehicle Entrances

From Francis Street: When driving in from Francis Street I notice the exterior of the Primark store on my left hand side. To park within the multi-storey car park I continue along the Service Road.

To park at the Nicholson's Court car park I turn left before the Primark building. I take a ticket at the barrier, I need to keep this with me as I will be required to pay for parking at one of the six pay-stations prior to leaving the Centre. Parking charges are clearly displayed on a sign immediately before the barrier. The nearest pay-station is located at the Primark Entrance.

To enter the building I walk back to the Service Road and follow it along on my left hand side to the Primark Entrance. The Centre uses LED lighting so it is quite bright as I enter. I also notice noise from the automatic doors, mall and store music, kid's play rides and chatter from customer's talking. I notice there is a disabled toilet straight ahead as I enter.



Francis Street entrance



Barriers at Nicholson's Court car park



Primark entrance

Vehicle Entrances continued

From Bridge Street: When driving in from Bridge Street I notice the multi-storey car park on my right hand side. 'Buttercrane' is written in large white letters along the top of this red brick building. There is a car park on the right hand side before the grey gate but this does not belong to the Buttercrane Centre. This is a DRD 'pay and display' car park.

On passing through the Buttercrane gate I am met by a set of car park barriers. Parking charges are clearly displayed on a sign immediately before the barriers. I take a ticket at the barrier, I need to keep this with me as I will be required to pay for parking at one of the six pay-stations prior to leaving the Centre.

To park in the exterior Bridge Street car park I immediately turn right after entering through the barrier. To park within the multi-storey car park I can enter via either of the two left hand lanes beneath the white overhanging canopy.



Bridge Street entrance



Entry / Exit barriers



Multi-Storey entry / exit

Parking in the Multi-Storey Car Park (MSCP)

As I enter the multi-storey car park I drive slowly as there is a Zebra Crossing for customers that are entering / exiting via the pedestrian entrance on my right hand side. I immediately notice that the inside of the multi-storey is darker than outside. After entering I turn left. There are disabled parking spaces on my left hand side and 'Mother and Infant' spaces on my right. There are also two designated disabled parking spaces close to the lift lobbys on levels 2, 4 and 6. I drive up the ramps to level 3 and park.

To help me remember which level I have parked on there are signs which have been given a unique colour e.g level 2 = yellow, level 3 = red etc. Each lift lobby is also painted in the same colour as the level signage. On parking my car I make my way to the lift lobby. There is LED lighting in this area and I find that it is brighter than the multi-storey.



Zebra crossing at multi-storey entrance



Pedestrian entrance



Red signage on level 3



Red lighting and walls at the level 3 lift lobby

Using the lifts

There are three passenger lifts at the Buttercrane Centre – lifts **1** and **2** travel to levels 1, 3, 5, 7 and 9 whilst lift **3** travels to levels 1, 2, 4, 6 and 8. On the ground floor, lifts 1 and 2 are located beside Shop Mobility (opposite Halifax bank) and lift 3 is located opposite the Gents toilets.

On entering the lift lobby on level 3 I press the down button on the wall between the two lifts and shortly afterwards the lift doors open on one of the lifts. There is a panel of buttons inside the lift. All buttons include braille. I press button '1' to take me to the shops. There is also an intercom with a button that allows me to speak with Centre Security if I have any issues when using the lift. The lift uses voice recordings in a ladies voice to announce "Door opening", "Please mind the doors" and "Lift going up / down". The lift also announces the level it has arrived at.



Lifts 1 and 2 on level 3



Buttons to call lift



Button panel
inside lift



Lift
Intercom

Entering the Shopping malls from the lifts

As I exit lift 1 on the ground floor I notice an increase in noise levels. I can hear mall music, general chatter from customers talking and there is a clatter of coins as a customer receives their change from a car park pay-station nearby. Lift 2 also opens at this location on the ground floor. I turn right and this leads me directly onto the 'New' shopping mall.

If using lift 3 this exits at the main toilet lobby. In this location there is also a pay-station, a TV and often the noise of hand driers can be heard from the nearby Gents toilet. The 'New' mall is located to the left, the Gents toilets are straight ahead and to the right are the Ladies toilets, Disabled toilet, Sensory room and Mothering room.



Ground floor lift lobby at lifts 1 and 2



Ground floor lift lobby at lift 3

Toilets and Sensory Room

The main toilet block is located at the lobby beside lift 3. There is a dedicated 'Sensory Room' located along the toilet corridor between the disabled toilet and the 'Mothering' room. This room has been designed especially for the benefit of visitors with Autism and sensory processing disorders. The room has an electronically operated black-out blind, a sensory bubble tube, a sensory wall-mounted xylophone, a projector displaying calming images, a quiet hand drier and soft lighting. There is also an electronic adult changing bench located in the adjoining disabled toilet. A further disabled toilet is located beside the Primark Store.



Sensory
bubble tube



Sensory xylophone



Adult disabled changing bench

Pedestrian Entrances

The Centre also has three pedestrian entrances that are used by customers entering from the external Buttercrane car parks, the Bus Station and local non-Buttercrane car parks. At each of these entrances you should expect to find bright LED lights and the noise of automatic doors, vehicle traffic, mall music, traffic light warning sounds, confectionary machines and customers chatting.

‘Main’ entrance - most commonly used by customers moving to/from our Bridge street car park and the Quays Shopping Centre.

‘Francis Street Lobby’ entrance – most commonly used by customers moving to/from the Bus Station and the Hill Street shopping area.

‘Buttercrane Quay’ entrance – most commonly used by customers moving to/from the DRD ‘pay and display’ car park located across the pedestrian foot bridge at the Newry Canal.



‘Main’ entrance



‘Francis Street Lobby’ entrance



‘Buttercrane Quay’ entrance

Shopping Malls

The Centre is made up of four main shopping malls (North, South, West and New) that meet at areas known as the 'Centre Atrium' and 'Centre Square'. The malls all have tiled floors and glazed ceilings. The shops, cafes and restaurants can be found on either side of the malls and there are kiosks and children's play rides at various locations in the centre of the malls. Should you require any assistance when visiting the Centre then please make your way to our Help Desk located just off the Centre Atrium on the North mall. 'Sensory support packs' (ear defenders, stress balls and fidget toys) are also available to borrow from the Help Desk (subject to availability and a small refundable deposit). On each of the malls you should expect to find bright sunlight / LED lights and the noise of mall music, tannoy announcements, children's play rides, smoothie blenders, confectionary machines, TVs, public telephones and customers chatting. Occasionally promotional cars may also be driven slowly through the Centre.



Help Desk



Centre Atrium



Centre Square

Shopping Malls continued



North Mall
(viewed from Centre Atrium)



South Mall
(viewed from Centre Atrium)



West Mall
(viewed from Centre Atrium)



New Mall south side
(viewed from Centre Square)

Shopping Malls continued



New Mall north side
(viewed from Centre Square)



Tunnel Area leading to New mall
(viewed from Main entrance)

Buttercrane Staff

Security / Car Park / Help Desk staff – wear a blue waistcoat, white shirt, purple tie / scarf and black trousers and blazer. During the summer months the staff member may not be wearing the blazer. During the winter months the staff member may be wearing a hi-vis bib or coat. Car park staff will wear a hi-vis bib or coat at all times when working in the car parks. All Buttercrane staff wear name badges.

Housekeeping Staff – wear a grey tunic with pink trim and black trousers. During the winter months housekeeping staff may also be wearing a Buttercrane branded fleece or body-warmer.

All Buttercrane staff are fully trained in Customer Service, Autism and Dementia awareness and will be more than willing to offer assistance or answer any queries that you might have.



Security / Car Park Staff



Help Desk Staff



Housekeeping Staff

Pay-stations and Car Park Office

When I am ready to leave the Centre I take my ticket to either the Car Park Office (close to the Main entrance) or to one of the six pay-stations. The pay-stations are located at the Primark entrance, at both lift lobbies, at the top of the tunnel close to the Main entrance and at the far side of the Multi-Storey car park on level 1. To pay at the pay-station I insert my ticket into the slot below the screen on the upper left hand side. The screen will display the amount owed. I can either insert coins/cash or can pay with a debit or credit card. If the card is 'contactless' then I simply need to hold the card against the contact reader for 10 seconds. Once the correct fee has been paid the ticket is returned. The machine will also issue a receipt (upon request) along with any change that is owed. I then make my way to my vehicle and on reaching an exit barrier I insert my ticket. The barrier lifts and I exit the Centre.



Car Park Office
(located beside the Main Entrance)



Pay-station screen, ticket
reader and card machine



Pay-station coin
and note slots