

Facilities

Disabled Car Parking

Disabled parking bays can be found on the east side of the car park opposite the lifts leading to Lidl. There are designated bays for the use of Blue Badge holders, all visitors must pay for their parking. The route from the car park to the entrance is accessible should you be a wheelchair user with assistance.

Accessible Toilet

You can find the Accessible toilet on the ground floor to the right of the Bush Doctors. There is step free access to the toilet and a Radar Key is required. Please see a member of the W12 Team who will be able to assist with the opening of this facility.

Lift Areas

Lifts are located on the ground floor, to the left inside Lidl which has access to the first floor car park and our glass lift which is located opposite Lidl, gives you access to the Ground, Level 1 and Level 2.

Autism Friendly Screenings

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

Here to help

West 12 Shopping Centre is full of friendly team members walking around the centre ready to help you. They are dressed in one of these uniforms and will be wearing a lanyard or name badge.



Cleaning Team



Security Team

The W12 Teams can help you with:

- Information regarding the Shopping Centre
- Help with directions within the centre
- Access to Hidden Disability Lanyards
- Administer First Aid
- Guide you to the Quiet Room
- Access to free sensory toys
- Wheelchairs
- Providing access to the Accessible toilet
- Putting you in touch with the Mental Health First Aider

Autism Guide

W12

Hello and welcome

This guide provides support for our Autistic guests. We aim to ensure that you have a positive and rewarding experience at West 12 Shopping Centre. During your visit, our friendly and trained staff will be on hand should you or your child require any assistance such as a quiet space, a hidden disability lanyard, sensory toys or first aid. For extra assurance, we have a Mental Health First aider available on-site.

About Us

West 12 Shopping Centre offers something for everyone, with facilities including 24/7 car parking, restaurants, shopping and leisure ensuring you are spoilt for choice! The Centre opens from 6.00am to make things as convenient as possible for you.

We work closely with the National Autistic Society, supporting World Autism Acceptance Week and Purple Tuesday to improve the disabled guest experience.

Getting Here

West 12 Shopping Centre is conveniently located in the heart of Shepherd's Bush, with excellent public transport links (Underground, Overground, Bus and a car park). There is a bus stop within 150 metres of the shopping centre served by routes 72, 95, 220 and 283. Shepherd's Bush Station is located to the north of the shopping centre.

Plan your visit

To help with your visit you can print a copy of the West 12 Shopping Centre Mall Map before you arrive. You can find it here: west12/shopping.co.uk/autismsupport

If you need any extra help prior to your visit you can contact the Disability Champion for the Centre and she will be able to assist you.

If you are concerned about access around the centre you can find out everything you need at: accessible.co.uk/land-securities/west-12-shopping-centre/



If it all gets too much

Quiet Room

At West 12 Shopping Centre we aim to be friendly, helpful and understanding and we recognise that we can all, from time to time, find that things get too much. If you find that you are in a store at W12 and find yourself feeling overwhelmed or distressed, please approach a member of staff in the store and let them know how you are feeling and explain that you are autistic and how the staff member can help you. If you require a quiet space ask the store member to call the centre security and someone will come and assist you.

Quiet Hours

The West 12 Shopping Centre provides regular Quiet Hours to make your shopping experience more comfortable. These are held every Wednesday from 10am to 11am and every Sunday from 11am to 12pm.

During these times, noise will be kept to a minimum on our malls and the music will be turned down. Many of our stores support these quiet hours too.

Contact us

Tel: 020 8746 0038
Address: West 12 Shopping Centre
Shepherd's Bush
London W12 8PP