



Visual Guide

General Information



Princesshay is located in the heart of Exeter, with the iconic cathedral as its backdrop and is home to over 60 of the best high street names. It can be accessed from the following areas:

- High Street
- Paris Street
- Southernhay West

Princesshay is an 'open air' shopping centre with residential housing above it. The centre is open access to the public 24 hours a day, 365 days of the year.

Opening Times



The core shopping hours are:

Monday	9:30am – 6pm
Tuesday	9:30am – 6pm
Wednesday	9:30am – 6pm
Thursday	9:30am – 6pm
Friday	9:30am – 6pm
Saturday	9:30am – 6pm
Sunday	11:00am – 5pm

These are the year round, core hours. Bank holidays and seasonal holidays - times may vary. Some stores open later on Thursday's and of course our restaurants are ready to welcome you into the evening. Please check the Princesshay website for individual store and restaurants hours.

The busy periods in the year are the weekends, school and bank holidays. The quieter times to visit are weekday mornings predominantly Mondays and Tuesdays.

Sometimes there are events on - which can be very busy and noisy. Please call ahead for details. Our number is 01392 459838.

Getting Here



Princesshay is located in the centre of Exeter.

Buses

The bus and coach station is a 5-minute walk from the centre. When leaving the Bus and Coach station on Paris Street Princesshay is directly opposite on the right.

Trains

Exeter Central train station is located on Queen Street and is a 10-minute walk away. When leaving the train station on Queen Street turn left up to the high street. At Marks and Spencer head right. Princesshay will be on your right.

Bike

If you wish to cycle to Princesshay there are bike racks located around the centre including Bedford Square, Bedford Street and East Gate.

Car

If you need to drive, please use the Park & Ride service if at all possible. Honiton Road and Sowton Park & Ride services bring you to Paris Street, where you can walk straight into the top end of Princesshay.

Nearest postcodes for directions to the Park & Ride services are:

Honiton Road – **EX2 7NL**

Sowton – **EX2 5GL**

Car Parks



If you do need to drive there is the Princesshay car park with 264 spaces including 18 wide bays and 14 disabled bays.

The car park is located just off Paris Street and the postcode for your sat nav is **EX1 1GA**.

The car park is accessed from Southernhay via Magdalen Street and Southernhay West, or Western Way and Barnfield Road.

The car park is open from 07.00 – 02.00 every day.

If you have any problems you can contact our car park team on **07718 478748**.

The Princesshay car park team also run and operate Summerland Gate car park located just off the Vue Cinema roundabout on Belgrave Road, **EX1 2LB**.

Car Parks



The Princesshay and Summerland Gate car parks are pay-on-foot.

To access the car parks there are barriers. To get through the barrier a button needs to be pressed to obtain a ticket. There is a help point at the entrance to the car park.

To exit the car park you must pay at one of the ticket machines before exiting. This cannot be done at the exit.

Payment machines are located on ground floors. You can pay with cash and card.

Car Parks

The disabled bays in the Princesshay car park are located on levels 3 and 7. There are parent and child bays on levels 2, 4 and 6.



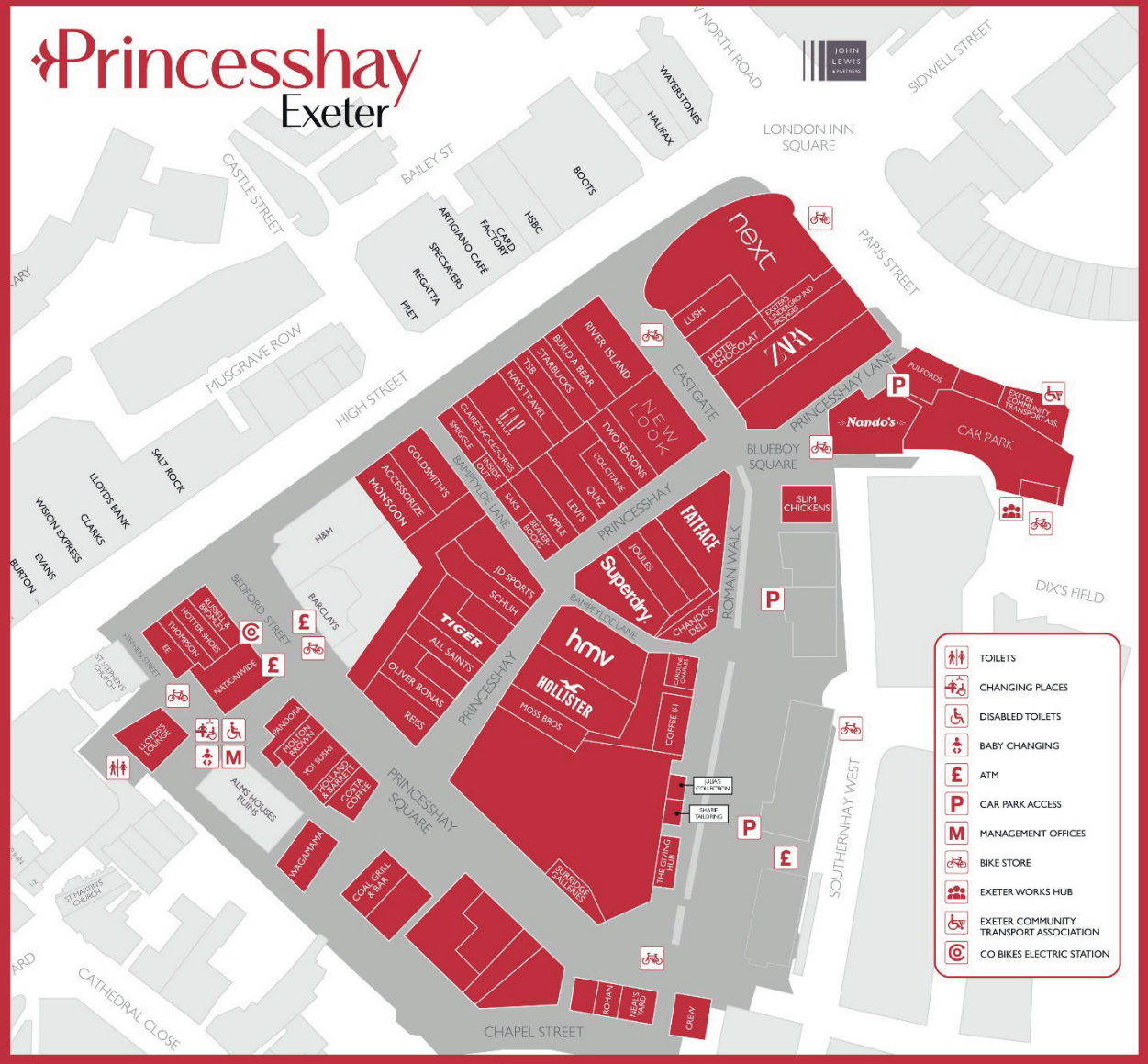
Our Car park lifts have audio and brail support. There is a mobility lift located at the car park and is advertised as the Shop Mobility Lift. This can fit class 2 mobility scooters inside. This lift takes you down adjacent to Shop Mobility and out onto Dix's Field. Our other lifts can accommodate a wheelchair.



If you need any help in our car park there are yellow help points you can press and speak to a member of the car park team.



Getting Around



Here is the Princesshay Map.

Getting Around



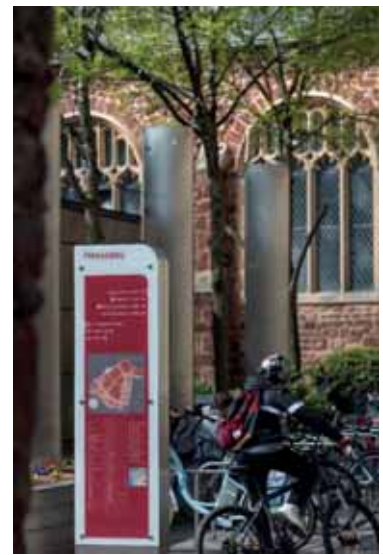
Around Princesshay there are information 'Totems' as shown above. These have our centre map on and list information on all the facilities.

There are also sign posts around the centre.

You can also pick up a paper store guide to take around with you from our Customer Service Point.



Getting Around



Princesshay is fully pedestrianised.

The shops along the High Street and Paris Street do back onto main roads with wide pathways.

Delivery vehicles are allowed access before 10am and after 6pm.

As a public highway cyclists are allowed to travel throughout Princesshay.

There are bike racks available around the centre – the locations are listed on the centre map and on the information totems.

Getting Around

Princesshay is all one level
Some shops have more than one floor.
The majority of our stores have
standard lifts.

If you require a service that cannot be
accessed please discuss in store for a
member of staff to assist.



Security



- The security team can be identified by suits with Princesshay on the jacket and red ties
- Our cleaning team wear black uniforms and can be identified by their 'Happy to Help' vests
- The team are very friendly and can help you if you have a problem
- Our security team are here for your safety and can assist you
- Some of the team can use sign language
- All team members are first aid trained

Noise

Sometimes events are put on within Princesshay. These generally take place in Princesshay Square and Bedford Square.

Charities and other organisations can also book in to these areas. Some events can be noisy and draw a crowd.



There are registered buskers in Princesshay who can perform music within the centre.



There is no designated quiet area however you will find it quieter away from the main Mall, head to Roman Walk where there is a green area with picnic benches in the warmer months.

There are no significant loud noises in Princesshay. Being a city centre location please be aware there maybe sirens from the High Street. If an alarm does sound it is likely to be for your safety – please look out for instruction from the security team.



Facilities



The Princesshay customer toilets are located in Catherine Square.

There is male, female and unisex toilet plus a Changing Places toilet with emergency pull cord and baby change and nursing room.



Facilities

The toilets are cleaned and checked regularly. They are open:
7am – 7pm Monday – Saturday
9am – 5pm Sunday

The male, female and unisex toilets are located underground below Lloyds lounge and are accessible by steps.

These toilets have a barrier and are chargeable.



The Changing Places toilet and baby change is located in St Stephen's House to the back of Nationwide.

The Changing Places Toilet has hoists, shower and emergency pull cord.

To access these please press the button on the wall. Security will answer, ask what facility you require and unlock the door.



The door will only unlock if no one is already using. When entering please make sure you lock the door once inside.



We hope you enjoy your visit.

www.princesshay.co.uk