



High Chelmer
Chelmsford

Sensory Shopping Guide

Your guide to shopping at High Chelmer

Proudly supporting

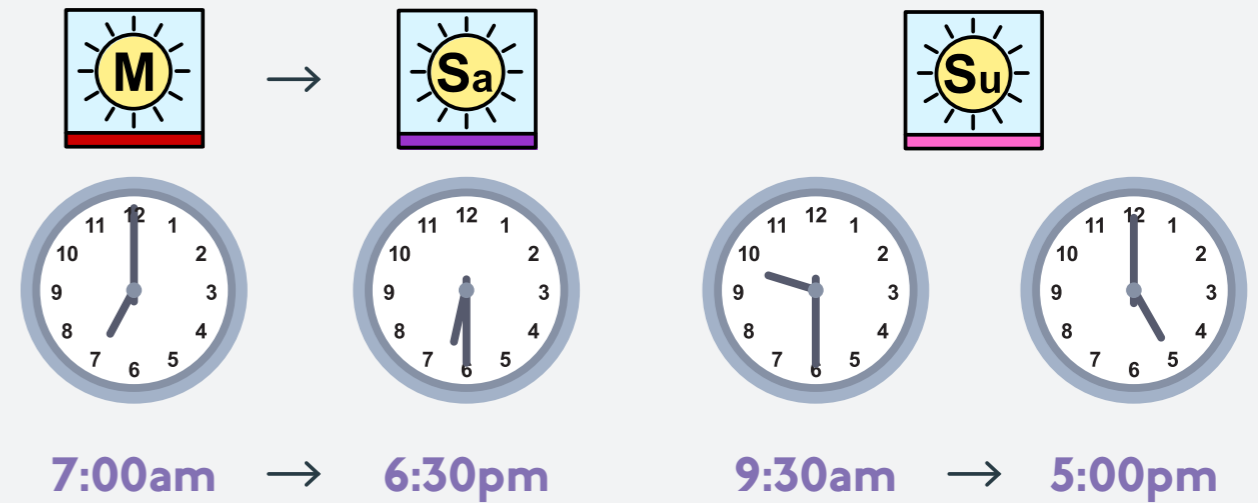
Purple 
Tuesday

highchelmer.com   



Opening times

High Chelmer Shopping Centre is open 7 days a week during the following times:



Please note: the opening hours detailed above are for High Chelmer and not for individual stores which may vary.

To help you plan your visit we have included the days when High Chelmer is quietest and busiest in the box below.

High Chelmer Shopping Centre is...

quietest on Monday & Sunday	busier on Thursday & Friday	busiest on Saturday
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Please note:
During events, sales and Christmas, High Chelmer can be busier than normal

This guide is designed to help you have a pleasant and stress-free visit to the centre, ensuring you feel safe and supported while you are here.

It is divided into sections to help you find the information quickly and easily before you visit and while you are at the shopping centre.

The following information can be found in this guide:

How to get to High Chelmer

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Address:

High Chelmer Shopping Centre
15A Exchange Way
Chelmsford
CMI IXB

01245 260 755
highchelmer.com



How to get here

By Car



The Centre is easily accessible by car, located 11 miles from the M25 via the A12. There is a multi-storey car park run by Chelmsford City Council. For Sat Nav use postcode **CMI 1XB**.

By Bus



The Centre is on all major bus routes to Chelmsford including the 71, 200, and 351. The Retail Market bus stop is closest to High Chelmer. Visit **firstgroup.com** for more information.

By Train



The train station is located on Duke Street, which is a 5 minute walk from High Chelmer. There are frequent rail services from London Liverpool Street, which is just 35 minutes away from Chelmsford. Visit **greateranglia.co.uk** for more information.

How to get in

You can access the centre through the **3 entrances** shown below:



Exchange Way Entrance
via the Exchange



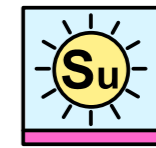
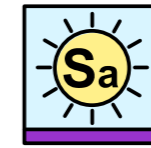
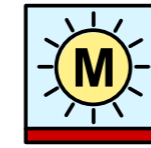
East Mall Entrance
from the High Street



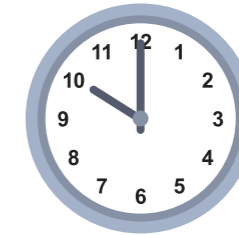
West Mall Entrance
from Market Square

How we will support you

The High Chelmer Customer Service Team are on site 24/7, however core hours that assistance could be offered is:



9:00am → 5:30pm



10:00am → 4:30pm

The Customer Service Team are available to help you and can be contacted on **01245 352 726**. We will make our way to your location and offer assistance where possible.

The Customer Service Office is located via the corridor behind Starbucks. Follow the signs. There are stairs that lead up to the office, however you can call for assistance using the help point located at the bottom of the stairs.

Centre Management Team



Mick McDonagh
Centre Manager



Karen Howard
Deputy Centre Manager

Customer Service Team



Many of the Customer Service Team are First Aid trained

Popular shops

Some of our most popular shops at High Chelmer are:



Primark

Selling ladies, men's and kids' fashion and homeware. Located on Central Square.



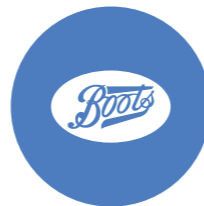
Next

Selling ladies, men's and kids' fashion and homeware. Located in West Mall.



Boots

Pharmacy selling medicines, cosmetics and toiletries. Located by East Mall entrance.



Clarks

A popular women's, men's and children's shoe retailer. Located in West Mall.



Places to eat and drink

There are many places to eat and drink at the centre and in The Exchange:

Banana Tree

Restaurant serving Asian food.

Greggs

Bakery serving pastries, pizzas, sandwiches, sweet treats and drinks.

Subway

Sandwich shop serving sandwiches, salads, sweet treats and drinks.

Bourgee

Restaurant serving an A La Carte menu with a lobster and steak focus.

Little Lotus

Food kiosk serving sushi and hot Japanese dishes.

Turquoise Kitchen

Restaurant serving authentic Turkish dishes.

City Diner

Café serving fast food and also offers takeaway options.

Queenie's Coffee Shop

Café serving hot drinks and all day brunch.

Turtle Bay

Restaurant serving Caribbean cuisine and rum cocktails.

Côte Brasserie

Restaurant serving French-inspired dishes.

Starbucks

Coffee shop serving hot and cold drinks and light refreshments.

El Mexicana

Fresh & healthy Mexican food. Eat-in or takeaway.

Bringing your own lunch or just in need of a rest?
There is a selection of indoor seating within the centre.

Is there a shop or eatery you would like to visit while at High Chelmer?

Please use the space below if you would like to plan your visit:

Four sets of horizontal lines for writing responses.

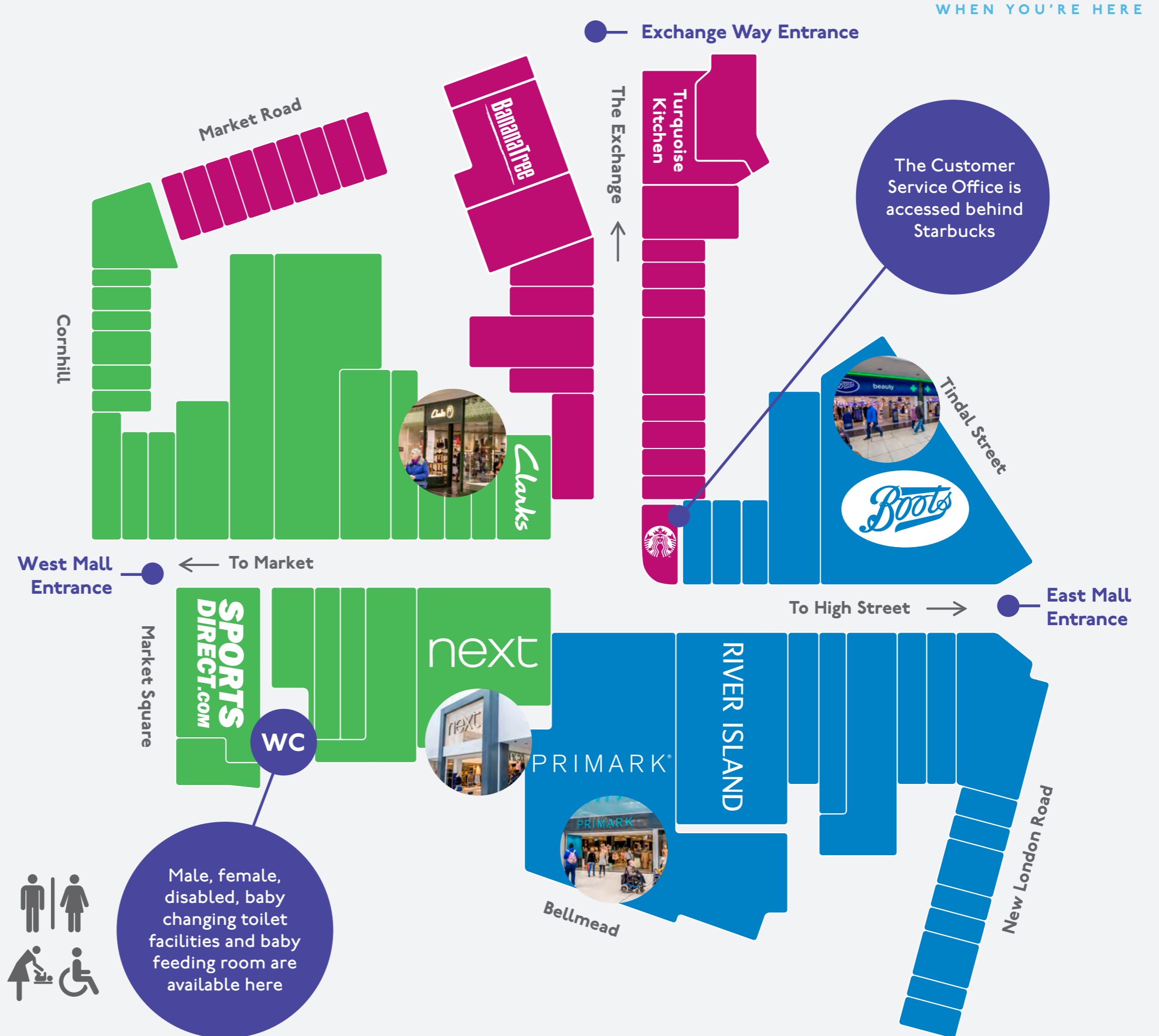
Floorplan

Here is the High Chelmer floorplan to help you find your way around.

If you are struggling to find somewhere, please ask a member of staff.

Please be advised the centre has step-free access, however some shops trade from multiple floors including Next, New Look, SportsDirect and River Island. All of which have customer lifts available.

A full list of our shops and restaurants can be found at highchelmer.com under the section 'Shopping' or 'Eating'



People you may see

During your visit to High Chelmer you may see the following people:



Things you may see

During your visit to High Chelmer you may see the following things:





High Chelmer
Chelmsford

We welcome any feedback you
may have about this guide.

Did you find it useful?

Was there anything missing from the guide?

**Is there anything we could do to make
your visit more enjoyable?**

If you have any feedback, please email the
High Chelmer team via:

enquiries@highchelmer.com

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