

High Chelmer

Sensory Shopping Guide

Your guide to shopping at
High Chelmer Proudly supporting

Purple 
Tuesday

highchelmer.com   



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.

Address:

High Chelmer Shopping Centre
15A Exchange Way
Chelmsford
CM1 1XB

01245 260 755
highchelmer.com



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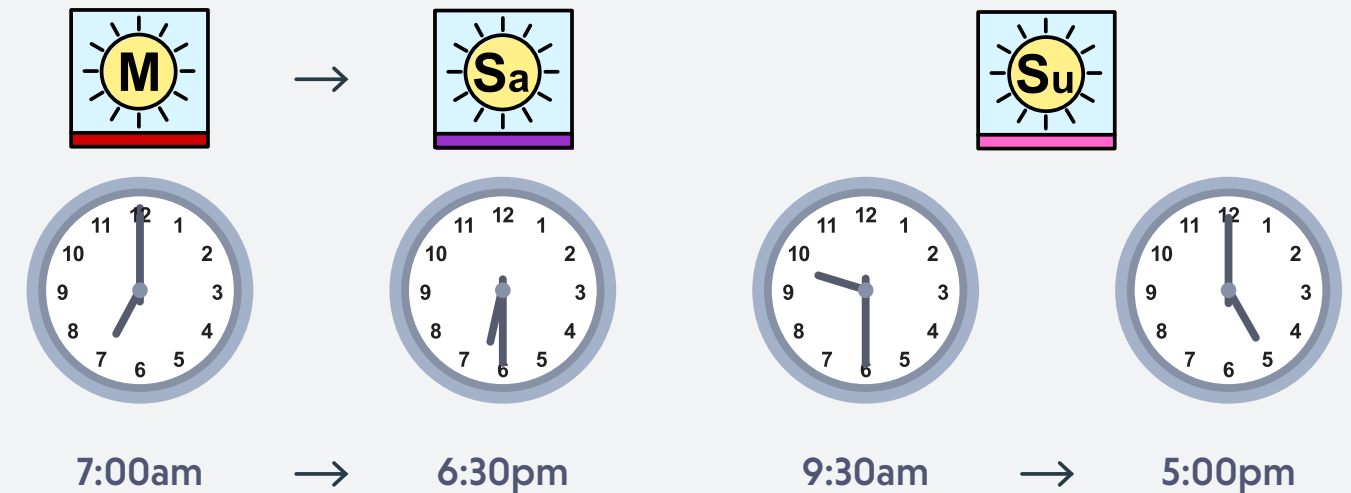
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Opening times

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

Please note:
During events, sales and Christmas,
High Chelmer can be busier than normal


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 **CM1 1XB**.
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By Bus

The Centre is on all major bus routes to Chelmsford including the 71, 100, and 351. The Retail Market bus stop is closest to High Chelmer. Visit **firstgroup.com** for more information.
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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



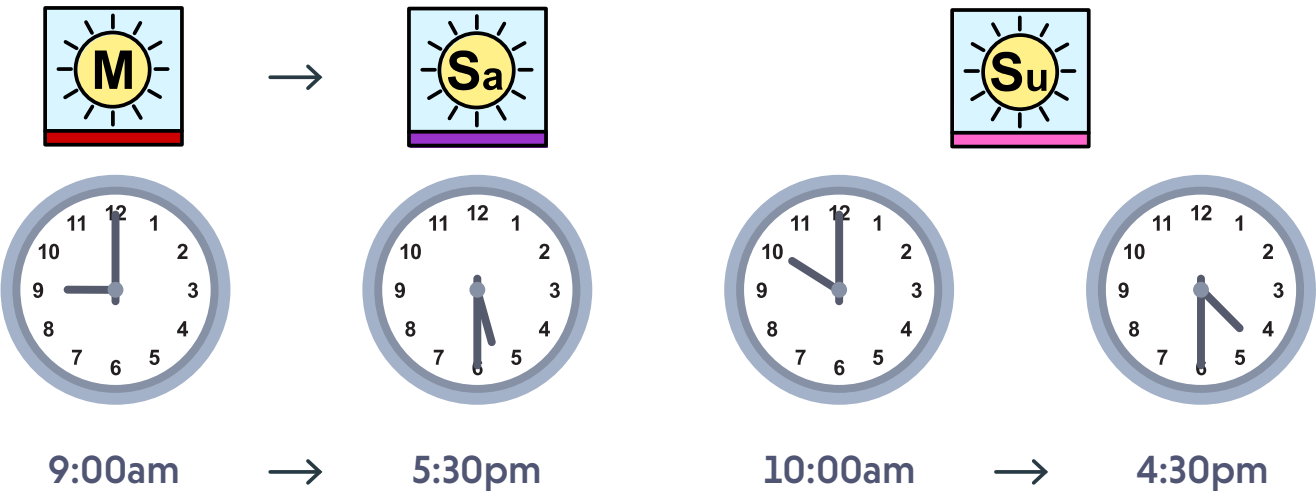
East Mall Entrance from the High Street



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:




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



Karen Howard
Centre Manager



Victoria Law
Operations Manager

 Many of the Customer Service Team are First Aid trained

Customer Service Team







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.

Zukoa

Using locally sourced ingredients, Zukoa offers a relaxed luxury experience at affordable prices.

City Diner

Café serving fast food and also offers takeaway options.

Côte Brasserie

Restaurant serving French-inspired dishes.

Greggs

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

Little Lotus

Food kiosk serving sushi and hot Japanese dishes.

Queenie's

Serving delicious quality brunch with the finest ingredients locally sourced.

Starbucks

Coffee shop serving hot and cold drinks and light refreshments.

Subway

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

Turquoise Kitchen

Restaurant serving authentic Turkish dishes.

Turtle Bay

Restaurant serving Caribbean cuisine and rum cocktails.

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:

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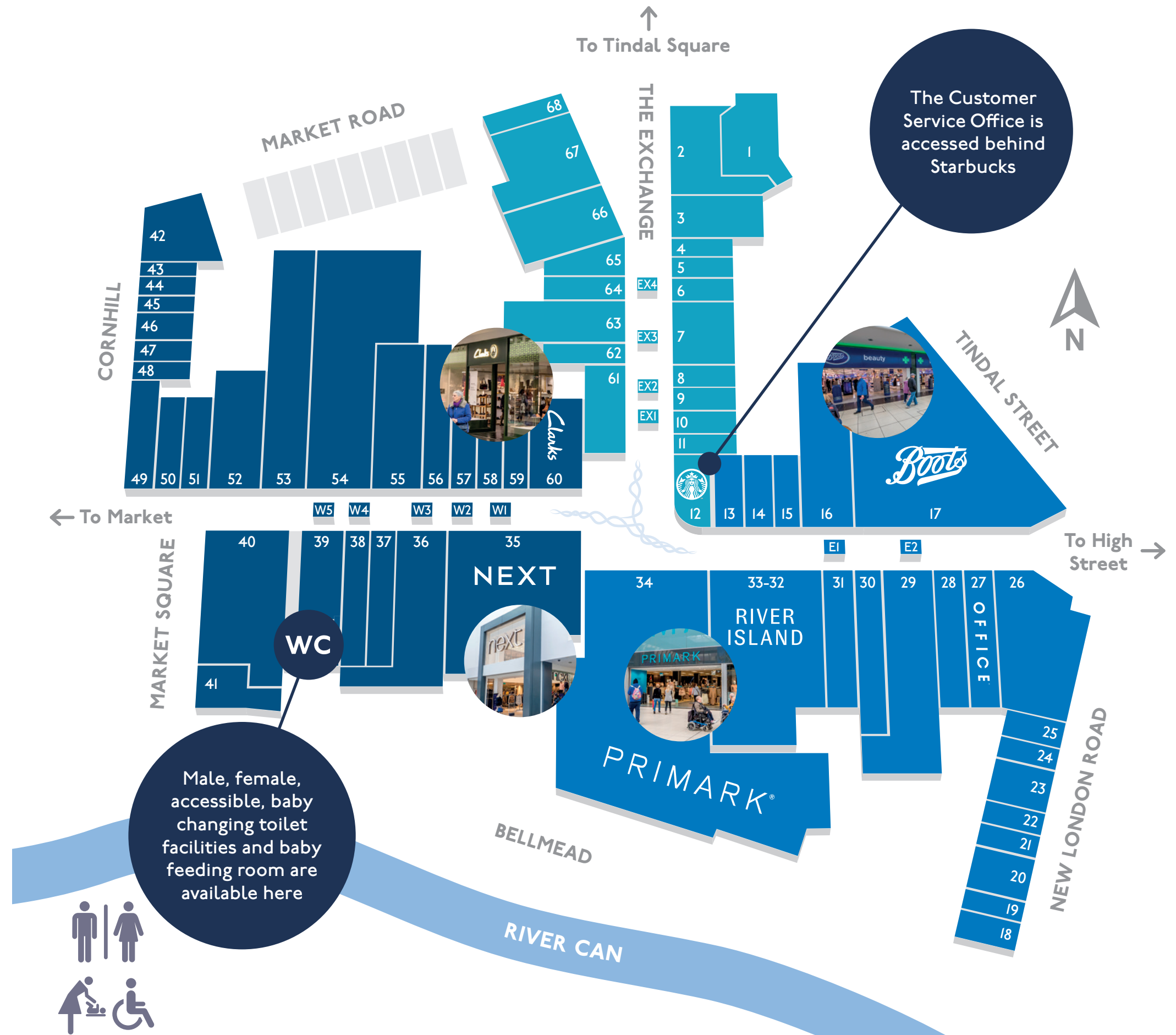
Floorplan

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

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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