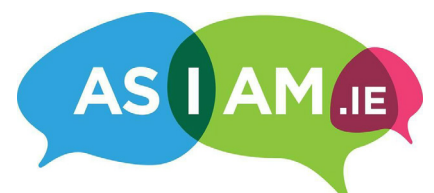


# A trip to Penneys - A visual guide



**Below is a list of what a typical trip to Penneys can involve. You can also check out our map with store sounds to help you prepare!**

However, this can vary from store to store so be sure to check out our website for more information before visiting your local Penneys.



PENNEYS



**Here is what a typical Penneys entrance may look like on the high-street.**



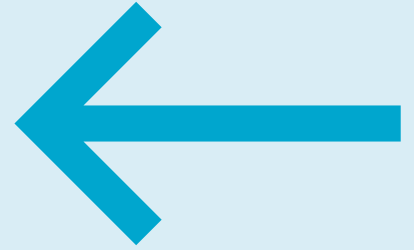
**PENNEYS**



**Some Penneys stores are in shopping centres and they have different entrances than can sometimes look like this.**



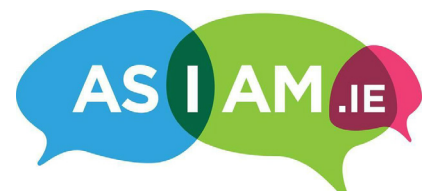
**PENNEYS**



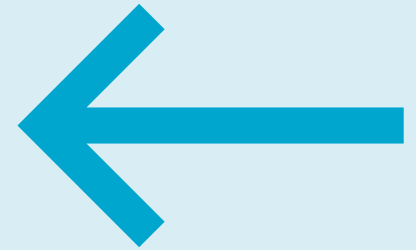
**Security Guards are at the store to keep customers and employees safe.**

**They often wear black and navy-blue uniforms like this and often stand at the door where you enter and exit.**

**Sometimes they are counting customers who are walking in and out.**



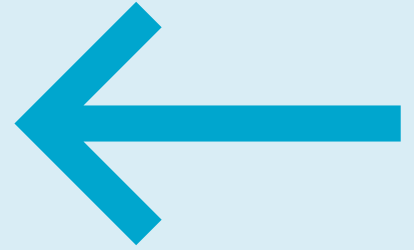
**PENNEYS**



**When I go inside,  
I will see signs  
on the floor  
guiding me  
around the store.**



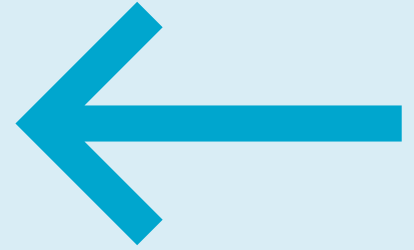
**PENNEYS**



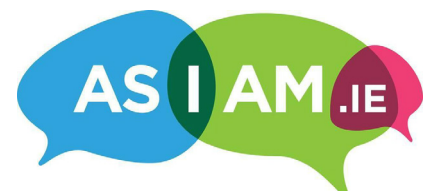
**There are many different departments in Penneys - for example ladieswear, menswear, homeware, nightware, shoes.**



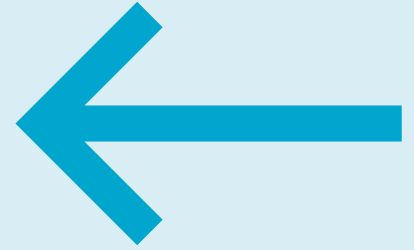
**PENNEYS**



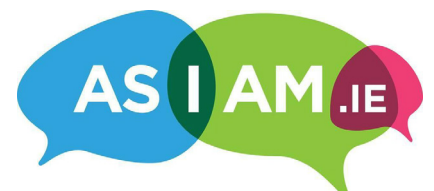
**There are many Penneys employees on the floor, they sometimes wear blue and black uniforms like this.**



**PENNEYS**



**Not all Penneys employees wear uniforms but they all wear lanyards around their neck so you can identify them.**



**PENNEYS**

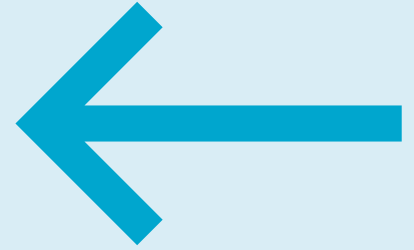




**In some stores, there are coffee stations & cafes that can be quite noisy and have strong odours.**



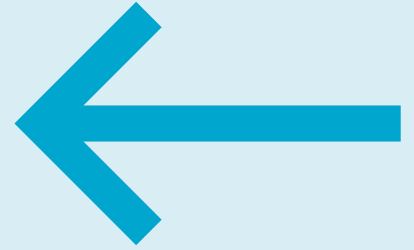
**PENNEYS**



**At times, there can be pop-up offerings in store. For example, an ice cream store or a flower shop.**



**PENNEYS**



**In some stores,  
I can go between the  
different floors using  
an escalator. Some  
stores have more than  
two floors, they also  
use escalators.**



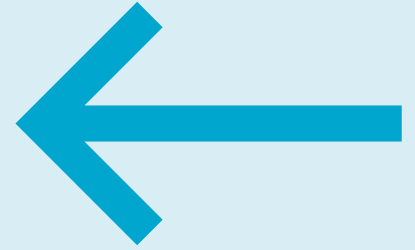
**PENNEYS**

UP TO

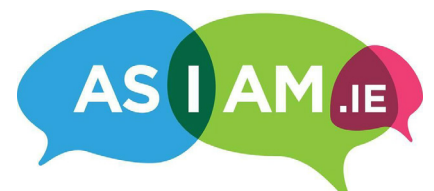
1  
MENS  
FOOTWEAR  
WOMENS  
FOOTWEAR

0

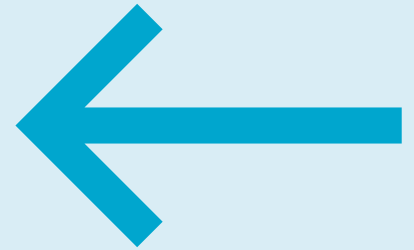
WOMENS  
ACCESSORIES  
HOSIERY  
LINGERIE  
BEAUTY



**There are signs that show me what departments will be on each floor, for example – home wear.**



PENNEYS









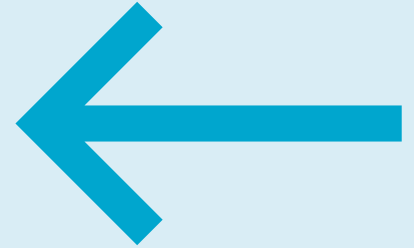
**I can also access other floors using a customer lift.**

**Some lifts can be glass, and some are steel with no windows. Some of these lifts have keypads that I don't need to use. These are for the Penneys employees only.**



**PENNEYS**

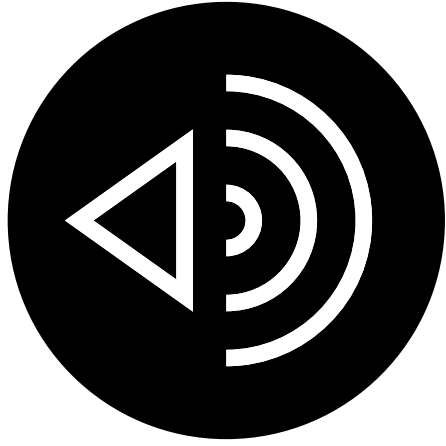
<p><b>1. PLEASE ADHERE TO SOCIAL DISTANCING</b></p> 	<p><b>2. HAND SANITISERS IN STORE</b></p> 
<p><b>3. LIMITED NUMBER OF CUSTOMERS IN STORE</b></p> 	<p><b>4. CONTACTLESS PAYMENT PREFERRED</b></p> 
<p><b>5. CERTAIN STORE AREAS MAY BE CLOSED</b></p> 	<p><b>6. ENHANCED CLEANING IN STORE</b></p> 



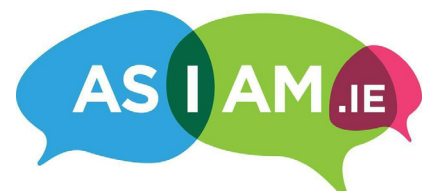
**There are some rules I must follow as a result of Covid-19. These rules make sure I keep myself and other customers safe. I should follow the in-store signs regarding Covid-19.**



**PENNEYS**



**Sometimes the store can be busy with customers and they can be noisy. I can bring some earphones or ear plugs with me to wear in places where there are loud noises.**



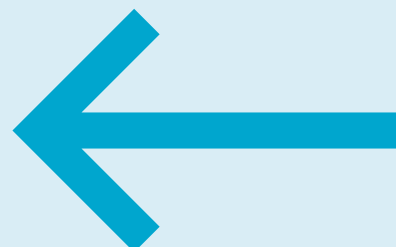
**PENNEYS**

## **ADDITIONAL HELP:**

**I am Autistic and I need assistance. I may be experiencing sensory overload or feeling overwhelmed. Please be patient and understanding in assisting me with the help that I need.**

You may find this list helpful to show to a Penneys employee to ask for help:

- I need help at the till with purchasing my items
- I need help with exiting the store
- I have been separated from a carer or companion
- I need to go to a quieter area



**To help me learn about the different sensory inputs, the team at Penneys have included this list of important points that I can see on their website.**



**PENNEYS**

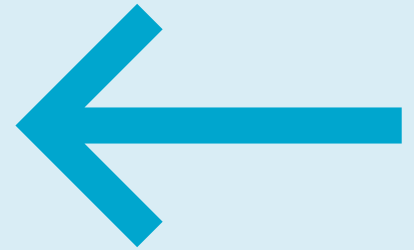




**I can also  
exchange or  
refund at item  
at any till.**



**PENNEYS**



**There are bright lights and noises at some of the tills.**

**I can bring some earphones or ear plugs with me to wear in places where there are loud noises.**



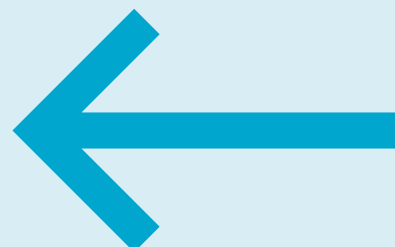
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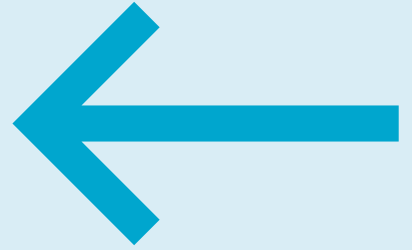
- I need help at the till with purchasing my items
- I need help with exiting the store
- I have been separated from a carer or companion
- I need to go to a quieter area



**If I need to skip the queue, I can show a Penneys employee this visual and they will assist me.**



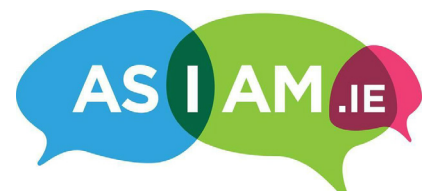
**PENNEYS**



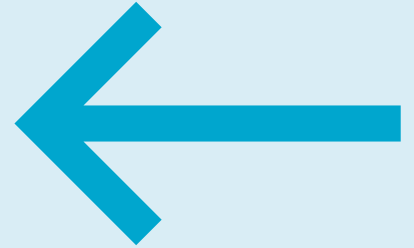
**In some stores, there is a place where people can have their nails painted.**

**Sometimes the smell can be quite strong from the nail polish.**

**People can also get other treatments such as brow bars.**



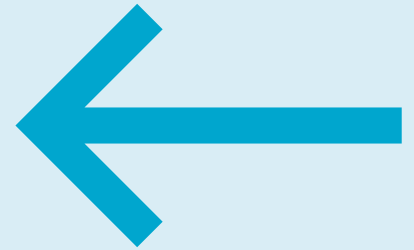
**PENNEYS**



**Some other areas in the stores can also have strong smells such as home wear where I can buy scented candles.**



**PENNEYS**

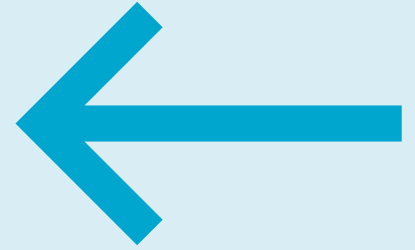
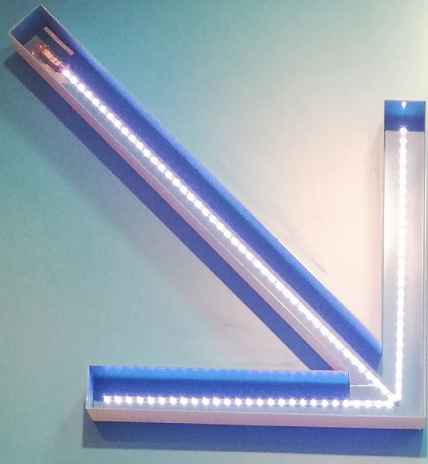


**If I want to try something on, I can go to fitting rooms.**

**They often look like this.**



**PENNEYS**



# FITTING ROOMS

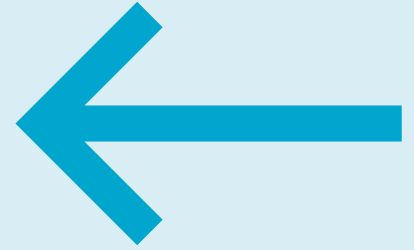
**At Penneys, the fitting rooms are for everyone.**

**Some stores even have a fitting room for families or people who need support.**

**If you need assistance or help, you can pull the chord in the family room and someone will come to help.**

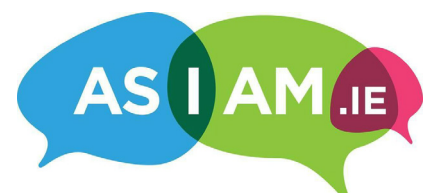


**PENNEYS**



**There is often a queue for the fitting room but there is always someone there who can help me.**

**The person will count the items that I am bringing into and out of the fitting room. I will also get a tag.**



**PENNEYS**

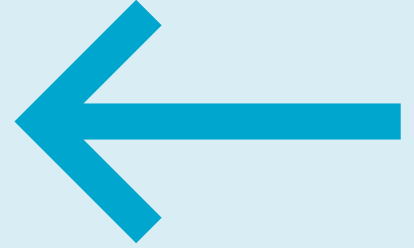


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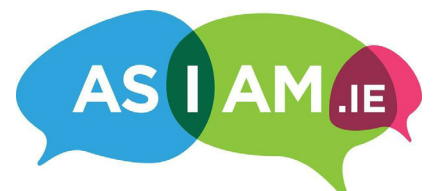
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**If I need assistance,  
I can share this image  
with a Penneys  
employee. This is  
available on the  
website if I need it.**



**PENNEYS**



**If I need to exit at any time, the exits are clearly marked with this sign.**

**I can also ask a member of the Penneys team to help me find me nearest exit.**



**PENNEYS**