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**Karrinyup**

Accessibility  
Guide

# SERVICE POINTS & LOCATIONS

## Concierge & Valet Locations:

**B2 - Valet** - Located within the B2 multi-deck, Valet serves as our premium arrival and departure experience. Our Valet area, while not ACROD specific, serves as a convenient collection area for mobility equipment in addition to a paid parking solution for customers with different requirements or alternatively ACROD bays are available directly above Valet within B1 Purple.

**B1 - The Customer Lounge** - Located within the B1 east multi-deck, The Customer Lounge serves as an elevated arrival and departure experience. The Customer Lounge has convenient ACROD parking bays, provides a convenient collection area for mobility equipment, will liaise with taxi services for our non-driving customers, is a comfortable waiting area, and provides all standard Concierge services.

**G - Concierge Desk** - Located centrally on the ground level, in the vicinity of the western David Jones entrance and The Lower Loop access. Providing standard centre wide directions and information services, gift cards, and lost property services.

**L1 - Concierge Desk** - Located on level one, in the vicinity of The Café Terrace and western edge of The Upper Loop. Providing standard centre wide directions and information services, gift cards, and lost property services.

## Taxi & Rideshare – Pick Up / Drop Off Locations:

**B1 - The Customer Lounge** - Our primary pick up and drop off location for access to the eastern end of Karrinyup.

**G - The West Deck** - Our primary pick up and drop off location for access to the western end of Karrinyup.

## Accessible Amenities:

**B2** - Located within the Valet reception area, beneath The West Deck.

**B1** - Located within The Customer Lounge, in the vicinity of the Francis Avenue entrance.

**G** - Located in the vicinity of The West Deck retailers and western Myer entrance.

**G** - Located in the vicinity of The Fresh Market retailers and eastern Myer entrance.

**G** - Located in the vicinity of the ground level Concierge Desk retailers and western David Jones entrance.  
*\*Ambulant facilities only.*

**G** - Located in the vicinity of The Lower Loop Francis Avenue entrance and eastern David Jones entrance.

**G** - Located centrally within The Lower Loop and northern David Jones entrance.

**L1** - Located in the vicinity of The Upper Centre Court retailers and western David Jones entrance.

**L1** - Located centrally in The Upper Loop retailers and northern David Jones entrance.

**L1** - Located in the vicinity of The Café Terrace and eastern David Jones entrance.

**L1** - Located in the vicinity of The Wellness Precinct an eastern Myer entrance.

## Changing Places – Adult Change Facilities:

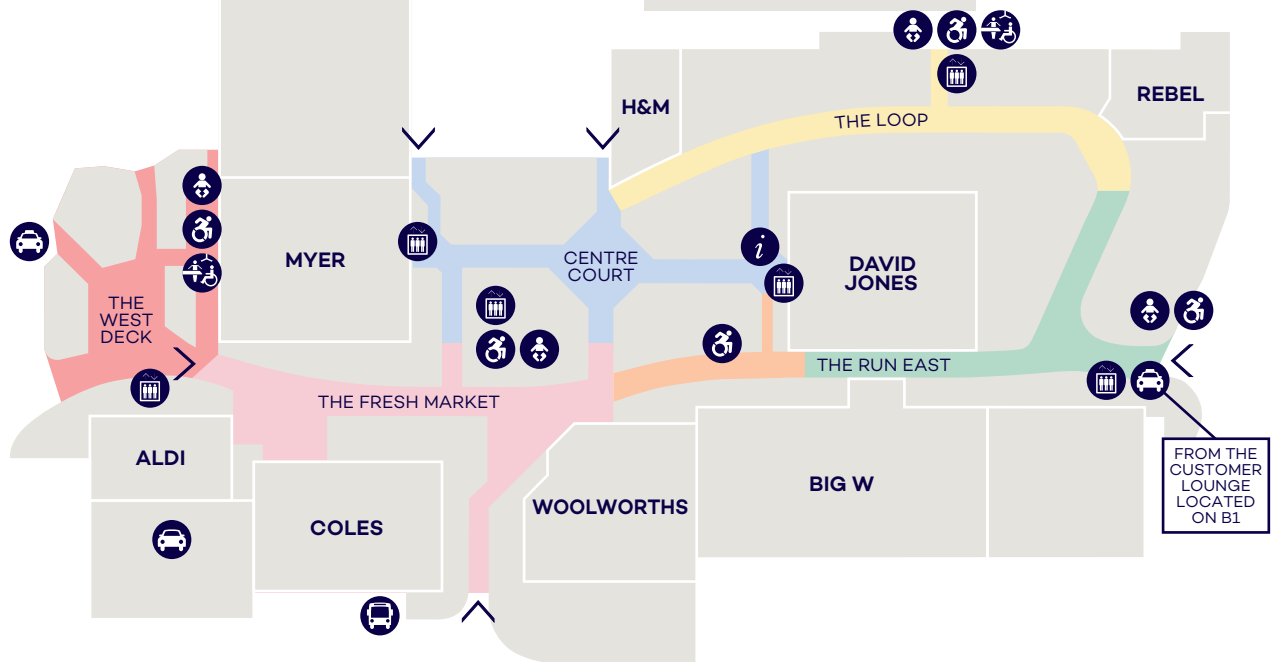
**G** - Located in the vicinity of The West Deck retailers and western Myer entrance.

**G** - Located centrally within The Lower Loop and northern David Jones entrance.

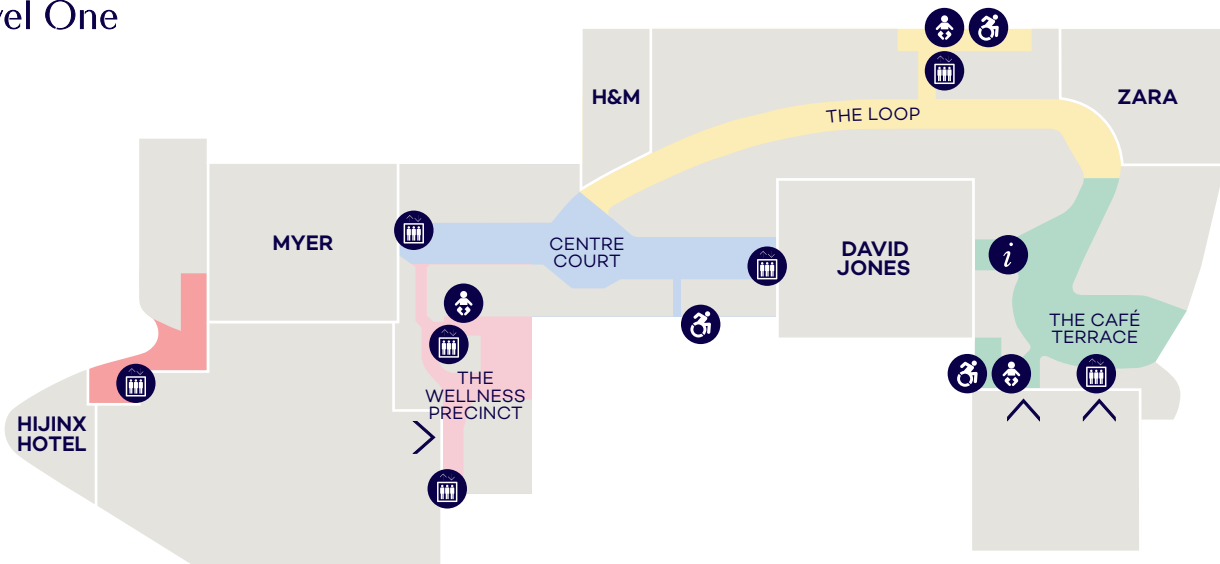
Have a question? Contact us during opening hours on (08) 9445 1122.

# PRECINCT MAP

## Ground Level



## Level One



## Map Legend



# ENHANCE YOUR VISIT

## ACROD Parking

ACROD car bays are available throughout the multi-deck car parks and ground level car park off Davenport Street and Burroughs Road. All ACROD bays are located adjacent or next to centre entrances with centre lift access.

For details on where to find the best park when visiting Karrinyup, head to [karrinyupcentre.com.au/centre-info/parking](http://karrinyupcentre.com.au/centre-info/parking) to learn more.

Alternatively, Valet Parking removes the need to locate an available ACROD bay, allows you the flexibility to book in advance or is readily available during all core trading hours; allow our Valet team to support you upon arrival, park and retrieve your vehicle, collect eligible Hands-Free Shopping, and provide any required mobility equipment all from one location.

## Valet Parking

Leave your keys with Valet on arrival and set the stage for a truly effortless day out.

Start with complimentary tea or coffee before exploring all Karrinyup has to offer. As you shop, Valet can arrange for a car wash or detail so you leave in luxury.

Located on B2 of Karrinyup's west multi-deck, Valet is in close proximity to The West Deck and The Fresh Market precincts, and has complimentary mobility equipment available for hire. Best access from the centre is via The West Deck lifts, or the lift closest to The West Deck amenities.

For your next visit, to access Karrinyup Valet while driving, enter the west car park via the Jeanes Road and Karrinyup Road intersection. Follow the slip lane down to B2 where you will find Valet Parking.

Visit [karrinyupcentre.com.au/valet](http://karrinyupcentre.com.au/valet) for more information.

## Hands-Free Shopping

You shop, we collect. Hands-Free Shopping is available to all customers, and complimentary for those using Valet. Simply leave your purchases safely at the counter of each store, then relax as you experience all Karrinyup has to offer.

Upon requesting collection, Concierge will collect your bags and deliver them straight to your chosen collection point, or to your car in Valet for a truly seamless shopping experience.

*\*Some stores or purchases may be excluded from Hands-Free Shopping. This is based at the retailer or at the centre's discretion and includes but is not limited to items weighing in excess of 25kg or those deemed unsafe to transport through the centre during trade.*

Visit [karrinyupcentre.com.au/centre-info/centre-services/hands-free-shopping](http://karrinyupcentre.com.au/centre-info/centre-services/hands-free-shopping) for more information.

## Personal Styling

Refresh your wardrobe, curate the perfect look or discover this season's latest trends with one of Karrinyup's Personal Stylists.

Complete with complimentary Valet, Hands-Free Shopping and use of The Style Lounge, our team of seasoned Personal Stylists offer a series of packages to help you look and feel your best.

Visit [karrinyupcentre.com.au/centre-info/personal-styling](http://karrinyupcentre.com.au/centre-info/personal-styling) to learn more.

## Mobility Equipment

Make your visit to Karrinyup as comfortable as possible, with wheelchairs and mobility scooters available for complimentary hire from The Customer Lounge or Valet.

Want to pre-book mobility equipment for your next visit? Head to [karrinyupcentre.com.au/centre-info/centre-services/accessibility](http://karrinyupcentre.com.au/centre-info/centre-services/accessibility) to learn more.

## Changing Places

A Changing Places toilet facility allows people with high support needs to participate in all elements of community life, without having to limit their time out due to concerns about being able to access suitable amenities. Karrinyup are proud to provide two Changing Places locations.

We look forward  
to seeing you at  
Karrinyup again soon.