

Agnew For All

**Everything you
need to know
before visiting us**

Volkswagen Mallusk
Retail customer



How to get here

Traveling from M1:

- Merge onto M1 and continue onto A12
- Keep left at the fork to stay on A12, follow signs for Larne/International Airport/M2
- Use the right 3 lanes to take the M2 exit towards Larne/International Airport/Seaport/Stena Line/Norfolkline/Docks N
- At junction 4, Use the left lane to take the A6/A8(M) exit to Larne/Glengormley
- At Sandyknowes Roundabout, take the 1st exit onto Scullions Rd
- Turn right onto Mallusk Rd/B95
- Turn left onto Mallusk Way – Entrance in on the left

Traveling from M2:

- Take the A6/A8(M) exit towards Larne/Glengormley
- At Sandyknowes Roundabout, take the 5th exit onto Scullions Rd heading to Mallusk-B95 then turn right onto Mallusk Rd/B95
- Turn left onto Mallusk Way – Entrance is on the left

Traveling from City Centre:

- Head east on Donegall Square N/A1
- Continue onto Chichester St
- Use any lane to turn left onto Victoria St
- Continue straight onto Dunbar Link/A2
- Continue to follow A2 and onto Great Patrick St
- Use the right lanes to turn right onto York St
- Use the right 3 lanes to turn right onto the M2 slip road to Larne/International Airport
- At junction 4, Use the left lane to take the A6/A8(M) exit to Larne/Glengormley
- At Sandyknowes Roundabout, take the 1st exit onto Scullions Rd heading to Mallusk-B95 then turn right onto Mallusk Rd/B95
- Turn left onto Mallusk Way – Entrance is on the left

Public Transport

- There is a bus stop within 643m (704yds) of the venue.
- The nearest National Rail station is Mossley West

Opening times

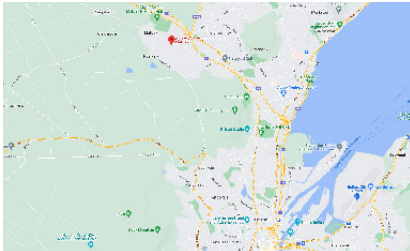
Monday- Friday	8:30am-5:30pm
Saturday	9:00am-1:00pm
Sunday	CLOSED

Online maps

Enlarge map to view in detail or access directions on your smart phone by selecting your preferred app below.



View Map
Opens in browser

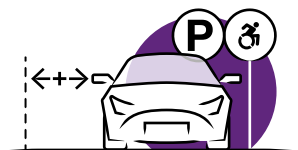


Map data ©2023 Google

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Parking

Customer parking spaces are located in front of the showroom



Blue Badge / Accessible
Parking Bays



Wheelchair Access
with assistance

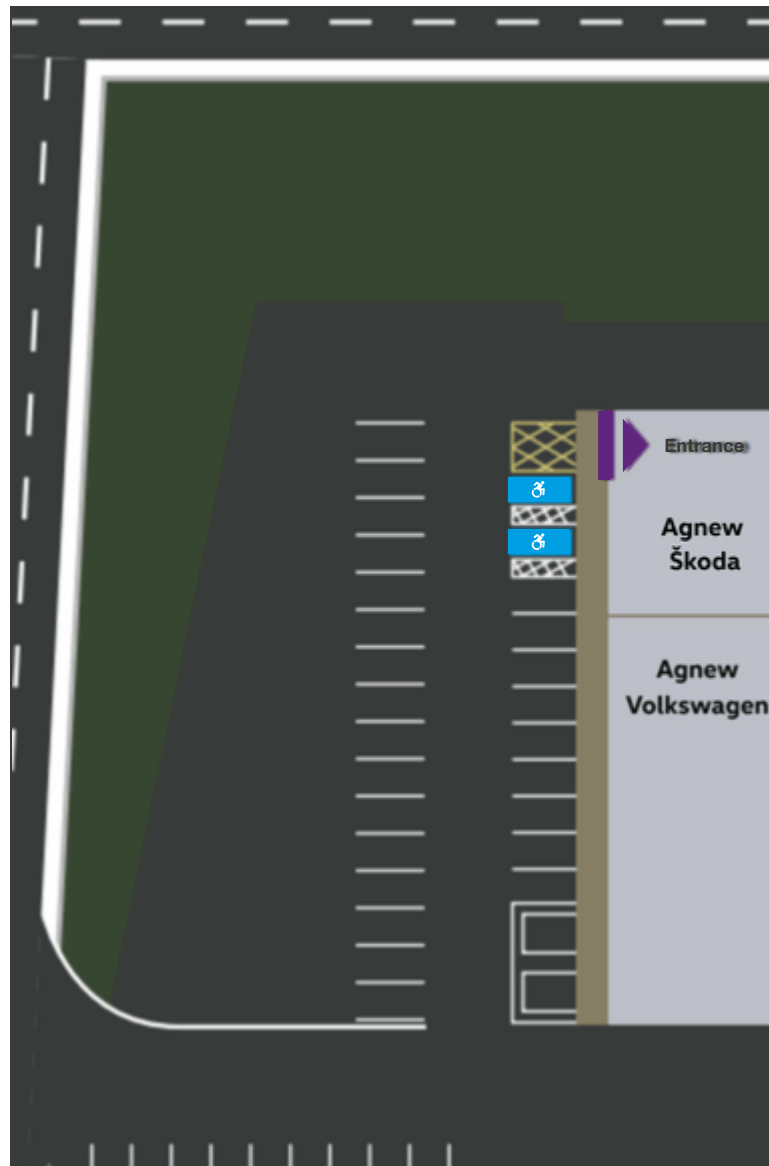
There are two Blue Badge parking bays and two reserved spaces situated in front of the entrance.

The route from the car park to the entrance is accessible to a wheelchair user with assistance. Our front entrance is on the side of the building, facing the main road, in the form of push/pull double doors.

About the car park

- The car park is located at the side of the venue.
- The car park type is open air/surface.
- The car park surface is tarmac.
- There is not a road to cross between the car park and the entrance.
- The car park does not have a height restriction barrier.
- There is no drop off area.

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**Ramped
Access**
Automatic
doors

This information is for the entrance located at the front of the venue.

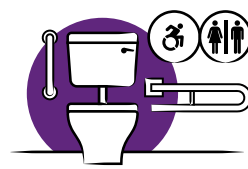
- The main door(s) open(s) both ways push/pull.
- The door(s) is/are double width



**Level
Access**

Inside

- There is level access to the service(s).
- This venue does play background music.
- Music is played in the showroom area.
- Motorised scooters are allowed in public parts of the venue.
- The lighting levels are bright.



**Accessible
Toilet**

Toilets

Inside the venue, there is level access to the female and male toilets.

Accessible toilet facilities are available.



Quiet Space

Quiet space

We also have a quiet space available in the showroom which contains a sensory pack (ear defenders, darkened glasses and fidget toys) to help calm anxiety. These are available upon request either prior to or during your visit.

See inside the showroom (video)



Play Video
Opens in browser



Additional Info

- Documents are not available in Braille.
- Documents can be requested in large print.
- A bowl of water can be provided for an assistance dog.
- A member of staff trained in BSL skills is not normally on duty.
- This service cannot be requested.
- Home visits / services are not available.
- Teams available

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Agnew For All

At every Agnew Group site, we have **Accessibility Champions** who have undergone training by **Autism NI** and **MindWise**. They can support you or anyone in your family who may need extra support during your visit.



Quiet Space

Quiet Space / Sensory Anxiety

We have a quiet space available in the showroom.

There is also a sensory pack available (ear defenders, darkened glasses and fidget toys) to help calm anxiety. These are available upon request either prior to or during your visit.

Off peak hours — Sales and Service

If you do require any additional support, you may want to visit us in our off-peak hours.

Monday to Friday 11.30am – 1.30pm

If there's anything else we can do to make your visit more comfortable, please let us know.



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Sales appointment

We find it helps both the customer and us if an appointment is made in advance. This will help to make your visit shorter.

- If you have made an appointment a member of our team should have contacted you to take some information prior to your appointment.
- We have complimentary refreshments in our dealerships and a seating area for you to wait.
- Our showroom vehicles are open for you to view and sit in.

What you should bring for a Sales Appointment

- Both parts of Driving Licence
- All sets of keys - if you are part exchanging
- Vehicle Registration Document



Both parts of licence



Keys



Vehicle Registration Document

Who will you meet?

During your visit it is likely that you will meet several members of staff from our reception and sales teams. These may include:



Reception Team



Sales Manager



Sales Executive

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Test drive

You can test drive the car unaccompanied on a pre-designated demonstration route that we have planned for you.

This allows you to experience the drive, the functionality of the key features of the vehicle and ensure you are happy with the vehicle of choice.



Both parts
of licence

Please remember that we require both parts of your driving licence to facilitate this.

Deposits

Deposits can be taken in the showroom or by phone via card, and final payments prior to delivery can be arranged by bank transfer from the comfort of your own home.

Your Quotation

We will have a fully comprehensive quotation prepared on the vehicle you have chosen. This will include a range of funding options, should you require them.

Part Exchange

If you are part exchanging your current vehicle we should have given you a valuation prior to your visit. We can carry out a final physical inspection of your vehicle when you visit us.

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agnewcars.com/accessibility



Recite Me Toolbar

Need help reading our website? No problem!

If you struggle with reading, have a visual impairment, or prefer to read in your own language, the Recite Me Toolbar is available on our website to help.



Try it out for yourself...

Click on the Recite Me icon that you can see in the bottom left-hand corner of all our website pages.

How Does the Recite Me Toolbar Help?

The Recite Me Toolbar will help you read and translate the content on our website.

Its features include:

- **Text-to-speech:**
click on or select any text to hear it read aloud
- **Translation:**
translate content into over 100 languages, including 65 text to speech voices
- **Page summariser:**
remove unnecessary content and simplify the text to make it easily understandable
- **Screen mask & ruler:**
filter out unnecessary content to focus on the content you want to read
- **Text-only mode:**
removes all images, video and design leaving just text and links for you to read
- **Dictionary:**
easily highlight a word and find the definition on the page
- **Text styling & customisation:**
change the website's colour, text, font style, size, colour, and spacing to suit you
- **Download audio:**
highlight a section of text and download it as an audio file to consume offline

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agnewcars.com/volkswagen