



Planning your visit to **Gretna Gateway Outlet Village**

Sensory Backpacks are available to hire at the Management Suite

What is Gretna Gateway Outlet Village?

Gretna Gateway Outlet Village is a shopping centre in Gretna, Dumfries and Galloway.

Our address is:

**Gretna Gateway Outlet Village,
Glasgow Road
Gretna
DG16 5GG**

Our telephone number is:

01461 339028

Our website address is:

www.gretnagateway.com

Facebook:

www.facebook.com/gretnagateway

Twitter

@gretnagateway

Instagram

@gretna_gateway

Shop Opening Times

Monday to Saturday 9am – 6pm
Sunday 10am – 6pm

The Pizza Express restaurant at Gretna Gateway Outlet Village opens at 11:30am and closes at 9pm.

The Costa Coffee shop at Gretna Gateway Outlet Village opens at 8:30am and closes at 6pm.

On Bank Holidays and near Christmas, the shops at Gretna Gateway sometimes open earlier or close later.

Gretna Gateway Outlet Village is closed on Christmas Day and New Year's Day.

Quiet hours at Gretna Gateway are: 9am – 10am Monday to Saturday 10am – 11am Sunday

During Quiet Hours, stores music will be turned off and lights will be dimmed where possible.

How to get to Gretna Gateway Outlet Village:

You can get to Gretna Gateway Outlet Village by car.

There are 3 car parks:

Main Car Park



You can also get to Gretna Gateway Outlet Village by bus.



North Car Park



Or you can get the train to Gretna Gateway Outlet Village's nearest station at Gretna Green and walk from there.



South Car Park



Some people also visit Gretna Gateway Outlet Village by coach.



What will I see at Gretna Gateway Outlet Village?

There are around 50 shops at Gretna Gateway Outlet Village. The biggest shops are Marks and Spencer, Polo Ralph Lauren, Adidas and Nike.



Food and drink at Gretna Gateway Outlet Village:

Pizza Express



Costa Coffee



Subway



Thornton's Café



The Village Restaurant



If you would like to bring your own packed lunch with you, there are benches in Gretna Gateway Outlet Village you can use.



Who might I see at Gretna Gateway Outlet Village?

Guest Services Team:



Guest Information Team:



Workers in hi-visibility jackets:



Other shoppers:



Dogs:



Gretna Gateway Outlet Village is a dog-friendly shopping centre, which means lots of customers bring their dogs with them and lots of the shops allow all dogs inside.

How can Gretna Gateway Outlet Village help me?

Some of our Guest Information team are trained in autism awareness.

You can find Guest Information at the Gretna Gateway Management Suite which is in between Polo Ralph Lauren and The Cosmetics Company Store.

Press the buzzer and follow the stairs to the door on the right.



Any of the Gretna Gateway staff outside will have the Gretna Gateway logo on their uniform. The logo looks like:



Guest Information can all help you with things such as:

- Being lost
- If you have lost something
- If you need any First Aid
- If you feel overwhelmed

All Gretna Gateway Outlet Village staff use radios to speak to each other across the shopping centre. Gretna Gateway Outlet Village sometimes use a tannoy to make a customer announcement, you may hear this throughout the day.

Gretna Gateway Outlet Village can also loan out ear defenders from the Management Suite if this makes your visit more enjoyable.

You can also call the Management Suite for any help on 01461 339028.