

Supermarkets

QUIET HOUR



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This handout has been produced as part of The Surrey Autism Friendly Communities project.

The project is funded by Surrey County Council.

The team from Autism by Experience CIC are leading the project.



Autism in Surrey

Working to improve the lives of autistic people in Surrey

We will be keeping this handout up-to-date, so please do let us know if anything needs editing.

You can contact us:

Email us at:

AFC@autismbyexperience.co.uk

Visit our website:

www.autismbyexperience.co.uk



Autism by Experience
Community Interest Company

We have researched this information by visiting stores and the supermarket websites.
The quiet hours tend to happen in larger stores rather than smaller convenience stores.



Aldi ran a trial from August to October 2023 in almost 100 stores offering a quieter shopping experience every Tuesday between 6:30pm and 8:30pm.

We don't know what happened as a result of this trial or whether Aldi stores in Surrey offer quiet hours, but we are trying to find out.

www.aldi.co.uk



Quieter hour from 2pm to 3pm every Monday to Thursday.

Reduced noise levels in store by switching off Asda Radio and reducing tannoy announcements to emergencies only.

www.asda.com



Autism Aware Quiet Evenings from 6 – 8pm on Tuesdays.

Reduced Lighting, no music or announcements, lower till scan sounds, priority queuing & additional assistance. Assistance Dogs are always welcome.

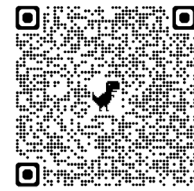
www.lidl.co.uk



Morrisons stores have core quieter hours from 2 – 3pm, Mondays to Thursdays, and local stores may also have additional quieter hours.

Operate lower levels of lighting, turn music and radio off, avoid making tannoy announcements reduce movement of trolleys and basket, turn checkout beeps and other noises down.

The Morrisons Foundation is collaborating with the National Autistic Society to introduce Sensory Support Boxes. They aim to have these boxes in all of Morrisons 500 supermarkets by May 2025. Ask at the customer service desk in-store.



www.groceries.morrisons.com

Sainsbury's



Sainsbury's do not seem to currently offer specific quiet hours in their stores.

They do have pages on their website that explain how they are working to create an inclusive environment where everyone loves to work and shop.

www.about.sainsburys.co.uk



Quiet hour from 9 - 10am (Wednesday and Saturday) in all stores, and lighting reduced in large stores.

Sensory Support Boxes are available in large stores. Inside, you'll find ear defenders, communication cards, sunglasses, and fidget toys, all of which you can borrow. Ask at Customer Services.

www.tesco.com



Waitrose does not appear to offer a quiet hour.

John Lewis (which owns Waitrose) runs a 'quiet hour' between 10-11am from Monday to Saturday.

www.waitrose.com

Help us to keep this information up-to-date

This information is likely to change and we will be regularly updating this booklet.

This is version 1a of this handout, produced on 30th April 2025. We will change the version number each time we update this booklet and publish the new version on our website.

Web: www.autismbyexperience.co.uk



Please do tell us if you find out new information about quiet hours in supermarkets.

Email: AFC@autismbyexperience.co.uk

