

If you need this literature in an alternative format, please ask us.

You can find this information and lots more online at [johnlewis.com](http://johnlewis.com)

## Here to help

Easier shopping for disabled customers

### Shopping hours

Monday	9.00–8.00
Tuesday	9.00–8.00
Wednesday	9.30–8.00
Thursday	9.00–8.00
Friday	9.00–8.00
Saturday	9.00–7.00
Sunday	11.00–5.00

John Lewis  
WestQuay  
Southampton SO15 1QA  
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Fax 023 8021 6391  
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John Lewis department stores SD245308 / 04.14



### **Making shopping easier**

We aim to make shopping in our department stores easy and convenient for all our customers. The facilities for disabled customers vary a little from one John Lewis shop to another, depending on the limitations of some buildings. Here at John Lewis Southampton we offer the following:

### **Accessible parking**

Spaces are reserved for disabled customers in the Podium and West Quay multi-storey car parks.

### **Shopmobility**

Manual or motorised wheelchairs are available in the Podium car park level 2. Telephone 023 8063 6100.

### **Wheelchairs for loan**

We are no longer able to offer this service at this branch.

### **Hearing loops**

Availability of hearing loops are limited to one per till bank

### **Accessible fitting rooms**

In Fashions, Lingerie, Childrenswear, Menswear and Sports.

### **Accessible toilets**

On every floor.

### **Wide access lifts**

Available with access to all floors.

### **Help with your shopping**

Just ask one of our Partners if you need assistance.

### **No need to carry heavy shopping**

Collect your purchases at the end of your visit from Customer collections on Western Esplanade.

### **Standard delivery**

When you spend over £50 we'll deliver for free. Spend less and standard delivery costs just £3. We'll deliver into the room of your choice, and remove any unwanted packaging for us to recycle responsibly.

### **Large print or audio tape**

Please ask one of our Partners if you need literature in alternative formats and we will do our best to provide it.

We welcome your comments, so please let us know your questions or suggestions. For help or more information, please ask one of our Partners, or contact:

Customer Support  
John Lewis Southampton  
WestQuay Shopping Centre  
Southampton SO15 1QA

Telephone 023 8021 6400  
Textphone 18001 + 023 8021 6400 (via Typetalk)  
Fax 02380 216399

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