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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            | 10.00–8.00  |
| Tuesday           | 10.00–8.00  |
| Wednesday         | 10.00–8.00  |
| Thursday          | 10.00–8.00  |
| Friday            | 10.00–8.00  |
| Saturday          | 9.00–8.00   |
| Sunday            | 12.00–6.00  |
| (Sunday browsing) | 11.30–12.00 |

John Lewis  
101 The Arcade, Westfield  
Stratford City  
Montfichet Road  
London E20 1EL  
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John Lewis department stores SD24581 / 02.15



### **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 Stratford we offer the following:

#### **Accessible parking\***

There are 38 spaces for disabled customers in car park A, which is located near John Lewis.

#### **Shopmobility**

Manual, motorised wheelchairs and scooters are available. Telephone 020 8221 7212

#### **Hearing loops\***

Hearing (induction) loops are fitted on a number of till points across all floors. These are clearly signed. Please ask any member of our staff for details.

#### **Accessible fitting rooms**

In fashions on the ground and first floor

#### **Accessible toilets**

Located next to Lingerie on the First floor, Picture and mirrors on the Second floor and also next to Babywear on the Third floor.

#### **Wide access lifts**

Available with access to all floors.

#### **Help with your shopping**

Just ask any of our staff if you need assistance.

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

Drop off your shopping and collect it later. Simply go to any till point leave it with us and we will take it to Customer collections for you to pick up when you are ready.

### **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.

### **Telephone shopping**

Typetalk/Text Direct is available. Please ring 18001 + 020 8532 3500

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

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

You can contact our branch in advance of your visit to check availability of services marked\*. Please ring our main branch telephone number that is Typetalk/Text Direct enabled using prefix 18001 + 020 8532 3500

We always welcome your comments, so please do let us know if you've any questions or suggestions. For help or more information, please ask any member of staff, or contact:

John Lewis Customer Service Manager  
101 The Arcade, Westfield  
Stratford City  
Montfichet Road  
London E20 1EL

Telephone 020 8532 3500  
Textphone 18001 + 020 8532 3500 (via Typetalk)  
Fax 020 8532 3598

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