

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

You can find this information and lots more online at johnlewis.com

Here to help

Easier shopping for disabled customers

Shopping hours

Monday	10.00–9.00
Tuesday	10.00–9.00
Wednesday	10.00–9.00
Thursday	10.00–9.00
Friday	10.00–9.00
Saturday	9.00–9.00
Sunday	11.00–5.00
(Sunday browsing)	10.30–11.00

John Lewis
Bluewater
Greenhithe
Kent DA9 9SA
Telephone 0844 693 1731
Fax 01322 422995
jl_bluewater@johnlewis.co.uk
johnlewis.com

John Lewis department stores SD24543 / 02.13



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 Bluewater we offer the following:

Accessible parking

Spaces are reserved for disabled customers in the car park next to our entrances.

Shopmobility

Manual or motorised wheelchairs are available in the Bluewater Centre. Telephone 01322 427427

Hearing loops*

Please ask one of our Partners for details about mobile hearing loops. Fixed loops are available in Customer collections, Reception and payments points.

Accessible fitting rooms

In Fashions, Childrenswear and Menswear.

Accessible toilets

On the First floor near Lingerie and The Place to Eat. Also in the Basement there is a set of toilets and baby changing facilities.

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 the Ground floor next to the John Lewis car park entrance.

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 + 0844 693 1731

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.

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 + 0844 693 1731

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 one of our Partners, or contact:

Customer services manager
John Lewis Bluewater
Bluewater
Greenhithe
Kent DA9 9SA

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Textphone 18001 + 0844 693 1731 (via Typetalk)
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