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

Here to help

Easier shopping for disabled customers

Shopping hours

Monday	9.00–6.00
Tuesday	9.00–6.00
Wednesday	9.00–8.00
Thursday	9.00–6.00
Friday	9.00–6.00
Saturday	9.00–6.00
Sunday	11.00–5.00
(Sunday browsing)	10.30–11.00

John Lewis
10 Downing Street
Cambridge CB2 3DS
Telephone 0844 693 1709
Fax 01223 222800
jl_cambridge@johnlewis.co.uk
johnlewis.com/cambridge

John Lewis department stores SD24520 / 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 Cambridge we offer the following:

Accessible parking*

Spaces are available for disabled customers in the Grand Arcade car park. There are 13 spaces on Level 2 and 14 spaces on Level 3.

Shopmobility

Manual or motorised wheelchairs or scooters are available. Telephone 01223 457452

Hearing loops*

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

Accessible fitting rooms

In Menswear and Childrenswear in the Basement and Fashions on the First floor.

Accessible toilets

Located next to Luggage on the First floor, Linens on the Second floor and also next to Bedroom furniture on the Third 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

Your shopping can be sent to Customer collections where you can collect it when you are ready to go home. You can also have your shopping sent to our Customer service and collections point at Trumpington and collect it when you pick up your car.

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 1709

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 1709

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 Cambridge
10 Downing street
Cambridge
CB2 3DS

Telephone 0844 693 1709
Textphone 18001 + 0844 693 1709 (via Typetalk)
Fax 01223 222800

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