John Lewis

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	10.00-8.00
Tuesday	10.00-8.00
Wednesday	10.00-8.00
Thursday	10.00-8.00
Friday	10.00-8.00
Saturday	9.00-7.00
Sunday	11.00-5.00

John Lewis The Mall at Cribbs Causeway Bristol BS34 5QU Telephone 0844 693 1738 Fax 0117 958 1892 jl_cribbs@johnlewis.co.uk johnlewis.com

John Lewis department stores SD24523 / 02.13





John Lewis

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 Cribbs Causeway we offer the following:

Accessible parking

Spaces are reserved for disabled customers in the Mall car park, near our entrances.

Shopmobility

Manual or motorised wheelchairs are available in Lower car park K, The Mall Cribbs Causeway. Telephone 0117 915 5326

Hearing loops*

Please ask one of our Partners for details about mobile hearing loops. Fixed loops are available in Customer support.

Sign language*

We have Partners with some knowledge of sign language. Please call us by Typetalk/Text Direct to check their availability so they can meet you.

Accessible fitting rooms

In Fashions and Menswear.

Accessible toilets

In the Basement next to Toys, on the Ground floor next to Customer collections, on the First floor next to Ladies shoes and on the Second floor next to The Place To Eat.

Public telephone at accessible height

Located on the Ground floor on Customer collection.

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.

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 1738

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 1738

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 support manager John Lewis Cribbs Causeway The Mall at Cribbs Causeway Bristol BS34 5QU

Telephone 0844 693 1738 Textphone 18001 + 0844 693 1738 (via Typetalk) Fax 0117 958 1892

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