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	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	9.00-7.00
Sunday	11.00-5.00
(Sunday browsing)	10.30-11.00

John Lewis 2 Bath House Lane Highcross Leicester LE1 4SA Telephone 0844 693 1745 Fax 0116 242 7199 jl_leicester@johnlewis.co.uk johnlewis.com

John Lewis department stores SD245365 / 02.13





John Lewis
in store online mobile

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 Leicester we offer the following:

Accessible parking

Spaces are reserved for disabled customers in the Highcross John Lewis car park. Access is via Vaughan Way.

Shopmobility

Manual or motorised wheelchairs are available from the shopping centre. Please call 0116 253 2596 for more information.

Hearing loops*

Please ask one of our Partners for details about mobile hearing loops. To check availability, please ring our Customer service department on 0844 693 1745. Fixed hearing loops are available at payment points.

Sign language*

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

Accessible fitting rooms

Accessible fitting rooms are available on the Ground floor in Ladies Fashion and Lingerie, Menswear on the Second and childrens on the Third.

Accessible toilets

By the customer lifts on the Ground, Second, and Third floors and via Large electrical on the First 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, this has a car park that can be accessed via Vaughan way. and from within the store via Women's fashions.

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 1745

Large print or audio tape

Please ask our one of our Partners 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 1745

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 services manager John Lewis Leicester 2 Bath House Lane Highcross Leicester LE1 4SA

Telephone 0844 693 1745 Textphone 18001 + 0844 693 1745 (via Typetalk) Fax 0116 242 7199

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