

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	9.00–8.00
Tuesday	9.00–8.00
Wednesday	9.00–8.00
Thursday	9.00–8.00
Friday	9.00–8.00
Saturday	9.00–7.00
Sunday	11.00–5.00
(Sunday browsing)	10.30–11.00

John Lewis
Newcastle
Eldon Square
Newcastle upon Tyne NE99 1AB
Telephone 0844 693 1749
Fax 0191 211 3499
jl_newcastle@johnlewis.co.uk
johnlewis.com

John Lewis department stores SD245342 / 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 Newcastle we offer the following:

Accessible parking

Spaces are reserved for disabled customers in the Circular car park near to the shop.

Shopmobility

Manual or motorised wheelchairs are available in Eldon Gardens, Percy Street. Telephone 0191 261 6176

Wheelchairs for loan*

To check availability please ring in advance, or on the day of your visit one of our Partners for more details.

Hearing loops*

Please ask one of our Partners for details about mobile hearing loops. Fixed loops are available in Perfumery on the Ground floor, Fashions on the First floor, Card services on the Second floor and at payment points.

Accessible fitting rooms

In Menswear, Fashions and Sports.

Accessible toilets

On the First floor next to Boyswear.

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 Prudhoe Street.

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 1749

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 1749

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 Newcastle
Eldon Square
Newcastle Upon Tyne NE99 1AB

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Textphone 18001 + 0844 693 1749 (via Typetalk)
Fax 0191 211 3499

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