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

Shopping hours

Monday	9.30–6.00
Tuesday	9.30–6.00
Wednesday	9.30–6.00
Thursday	9.30–8.00
Friday	9.30–6.00
Saturday	9.00–7.00
Sunday	11.00–5.00
(Sunday browsing)	10.30–11.00

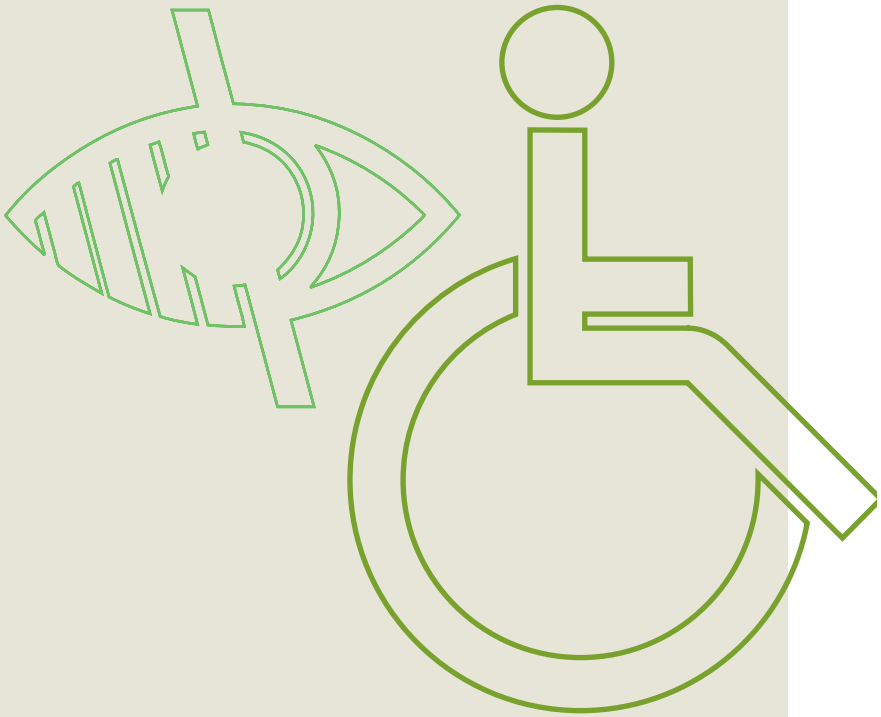
John Lewis
Broad Street
Reading RG1 2BB
Telephone 0844 693 1754
Fax 0118 952 5999
jl_reading@johnlewis.co.uk
johnlewis.com

John Lewis department stores SD245329 / 02.13

John Lewis
in store | online | mobile

Here to help

Easier shopping for disabled customers



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 Reading we offer the following:

Accessible parking

Spaces are reserved for disabled customers in the Oracle Shopping Centre car park opposite John Lewis.

Shopmobility

Manual or motorised wheelchairs are available from shop mobility in the Oracle (telephone 0118 965 9008).

Wheelchairs for loan*

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

Hearing loops*

Please ask one of our Partners for details about mobile hearing loops.

Sign language*

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

Accessible fitting rooms

In Women's fashions, Menswear and Childrenswear.

Accessible toilets

On the First floor next to Women's fashions.

Wide access lifts

Available with access to all floors, except mezzanine.

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 our Purchase Assembly Collection in the shop, or by car at Customer collections in Mill Lane.

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 1754.

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 1754

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 Reading
Broad Street
Reading RG1 2BB

Telephone 0844 693 1754
Textphone 18001 + 0844 693 1754 (via Typetalk)
Fax 0118 952 5999

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