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You can find this information and lots more online at [johnlewis.com](http://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	9.00–6.00
Sunday	10.30–5.00
(Sunday browsing)	10.30–11.00



John Lewis  
Bridge Road  
Welwyn Garden City AL8 6TP  
Telephone 0844 693 1764  
Fax 01707 383985  
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[johnlewis.com](http://johnlewis.com)

John Lewis department stores SD245337 / 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 Welwyn we offer the following:

### **Accessible parking**

Spaces are reserved for disabled customers on the perimeter of the John Lewis car park and on Wigmore North and Parkway.

### **Shopmobility**

Manual or motorised wheelchairs are available in the Howard Centre. Telephone 01707 336688

### **Wheelchairs for loan\***

To check availability please ring in advance, or on the day of your visit ask a 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 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**

In Menswear and Fashions.

### **Accessible toilets**

On the First floor next to The Place to Eat.

### **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 in the Service Yard off Wigmore North.

### **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 1764

### **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 1764

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 Welwyn  
Bridge Road  
Welwyn Garden City AL8 6TP

Telephone 0844 693 1764  
Textphone 18001 + 0844 693 1764 (via Typetalk)  
Fax 01707 383985

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