

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	9.30–8.00
Tuesday	9.30–8.00
Wednesday	9.30–8.00
Thursday	9.30–9.00
Friday	9.30–8.00
Saturday	9.30–8.00
Sunday	12.00–6.00
(Sunday browsing)	11.30–12.00



300 Oxford Street
London W1C 1DX
Telephone 020 7629 7711
Fax 020 3073 0699
jl_oxford_street@johnlewis.co.uk
johnlewis.com

John Lewis department stores SD24501 / 04.14



Making shopping easier

Shopping in our department stores should be easy and convenient for all customers, with no exceptions. Facilities for our disabled customers do vary a little from one store to another depending on the building. Here, at John Lewis Oxford Street we can offer the following:

Accessible parking

Car parking spaces are reserved for disabled customers in the Masterpark underground car park in Cavendish Square.

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

Fixed hearing loops are available at all payment points.

Sign language*

Some of our Partners can use and understand sign language. Please call us by Typetalk/Text Direct to check if there's anyone available to meet and assist you.

Accessible fitting rooms

All our fitting rooms have an accessible cubicle.

Accessible toilets

You'll find an accessible toilet on every floor.

Wide access lifts

All our lifts have wide enough doors for wheelchairs giving you access to all floors.

Help with your shopping

Just ask one of our Partners if you need assistance carrying your shopping.

Customer collections

Why not drop off your shopping as you go then pick it up when you're ready to leave, from Customer collections. Customer collections is accessible via Menswear and florist 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.

Postal service

If you prefer we can post your shopping, to be with you in about five working days.

Shopping online

To shop when it suits you from the comfort of home, go to johnlewis.com. With a huge selection of products and our handy online buying guides, you should find the things you need quickly and easily.

Telephone shopping

Typetalk/Text Direct is available. Please ring 18001 + 020 7629 7711

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 + 020 7629 7711

We welcome your comments, so please let us know your questions or suggestions. For help or more information, please ask any member of staff, or contact:

Customer services manager
John Lewis
300 Oxford Street
London
W1A 1EX

Telephone 020 7629 7711
Textphone 18001 + 020 7629 7711 (via Typetalk)
Fax 020 3073 0699

jl_oxford_street@johnlewis.co.uk
johnlewis.com