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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	10.00–8.00
Tuesday	10.00–8.00
Wednesday	10.00–8.00
Thursday	10.00–8.00
Friday	10.00–8.00
Saturday	9.00–7.00
Sunday	11.00–5.00



John Lewis  
The Mall at Cribbs Causeway  
Bristol BS34 5QU  
Telephone 0117 959 1100  
Fax 0117 958 1892  
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[johnlewis.com](http://johnlewis.com)

John Lewis department stores SD24523 / 04.14



### **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 Cribbs Causeway we offer the following:

#### **Accessible parking**

Spaces are reserved for disabled customers in the Mall car park, near our entrances.

#### **Shopmobility**

Manual or motorised wheelchairs are available in Lower car park K, The Mall Cribbs Causeway. Telephone 0117 915 5326

#### **Hearing loops\***

Please ask one of our Partners for details about mobile hearing loops. Fixed loops are available in Customer support.

#### **Sign language\***

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

#### **Accessible fitting rooms**

In Fashions and Menswear.

#### **Accessible toilets**

In the Basement next to Toys, on the Ground floor next to Customer collections, on the First floor next to Ladies shoes and on the Second floor next to The Place To Eat.

#### **Public telephone at accessible height**

Located on the Ground floor on Customer collection.

#### **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 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.

#### **Telephone shopping**

Typetalk/Text Direct is available. Please ring 18001 + 0117 959 1100

#### **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 + 0117 959 1100

We always welcome your comments, so please do let us know if you've any questions or suggestions. For help or more information, please ask one of our Partners, or contact:

Customer support manager  
John Lewis Cribbs Causeway  
The Mall at Cribbs Causeway  
Bristol BS34 5QU

Telephone 0117 959 1100  
Textphone 18001 + 0117 959 1100 (via Typetalk)  
Fax 0117 958 1892

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