

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	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	9.30–7.00
Sunday	12.00–6.00
(Sunday browsing)	11.30–12.00

John Lewis
Brent Cross Shopping Centre
London NW4 3FL
Telephone 020 8202 6535
Fax 020 8732 3840
jl_brentcross@johnlewis.co.uk
johnlewis.com

John Lewis department stores SD24525 / 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 Brent Cross we offer the following:

Accessible parking

Spaces are reserved for disabled customers in the shopping centre car park next to Childrenswear, Level 2 and Menswear, Level 1 entrances.

Shopmobility

Manual or motorised wheelchairs are available in the Shopping Centre. Telephone 020 8202 8095

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.

Accessible fitting rooms

In Fashions on Level 2

Accessible toilets

On Level 3 behind Sports and near The Place to Eat.

Public telephone at accessible height

Located on Level 2

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 Level 1.

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 + 020 8202 6535

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 + 020 8202 6535

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 services manager
John Lewis Brent Cross
Brent Cross Shopping Centre
London NW4 3FL

Telephone 020 8202 6535
Textphone 18001 + 020 8202 6535 (via Typetalk)
Fax 020 8732 3840

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