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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	9.00–5.30
Tuesday	9.00–5.30
Wednesday	9.00–5.30
Thursday	9.00–8.00
Friday	9.00–8.00
Saturday	8.30–6.00
Sunday	10.30–4.30
(Sunday browsing)	10.00–10.30

John Lewis
Queensgate Centre
Peterborough PE1 1NL
Telephone 01733 233644
Fax 01733 294197
jl_peterborough@johnlewis.co.uk
johnlewis.com

John Lewis department stores SD24533 / 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 Peterborough we offer the following:

Accessible parking

Spaces are reserved for disabled customers in the Queensgate multi-storey car parks on levels 5 and 7 (Cavell and Royce) and 5 and 11 (Clare).

Shopmobility

Manual or motorised wheelchairs are available from Shopmobility on level 11 of the Queensgate car park (Royce). Telephone 01733 313133. Customers can also borrow a manual wheelchair from the Queensgate Information Point outside the Beauty entrance to John Lewis. Telephone 01733 311666.

Hearing loops*

Please ask one of our Partners for details about mobile hearing loops. To check availability, please ring our Customer service department in advance on 01733 233 644. Fixed hearing loops are available at payment points.

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 on the Lower ground floor and Fashions on the Upper ground floor.

Accessible toilets

Next to Audio and Television on the First floor and next to the lifts on the Second floor.

Public telephone at accessible height

Located on Second floor.

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 adjacent to Queensgate Bus Station.

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 + 01733 233 644

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 + 01733 233 644

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 Peterborough
Queensgate Centre
Peterborough PE1 1NL

Telephone 01733 233 644
Textphone 18001 + 01733 233 644(via Typetalk)
Fax 01733 294197

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