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You can find this information and lots more online at [johnlewis.com](http://johnlewis.com)

## Here to help

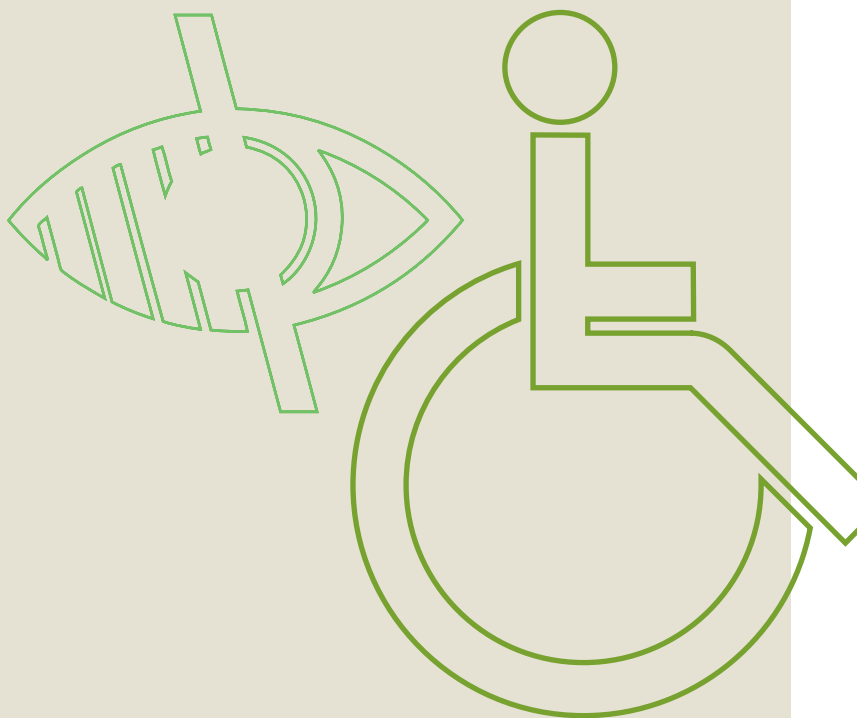
Easier shopping for disabled customers

### Shopping hours

Monday	9.30–6.00
Tuesday	9.30–6.00
Wednesday	9.30–6.00
Thursday	9.30–9.00
Friday	9.30–7.00
Saturday	9.00–7.00
Sunday	10.30–5.00
(Sunday browsing)	10.30–11.00

John Lewis  
Wood Street  
Kingston upon Thames KT1 1TE  
Telephone 020 8547 3000  
[jl\\_kingston@johnlewis.co.uk](mailto:jl_kingston@johnlewis.co.uk)  
[johnlewis.com](http://johnlewis.com)

John Lewis department stores SD24539 / 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 Kingston we offer the following:

#### **Accessible parking**

There are spaces reserved for disabled customers in the John Lewis car park.

#### **Shopmobility**

Manual or motorised wheelchairs are available in Eden Walk car park, Level One. Telephone 020 8547 1255.

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

To check availability please ring 020 8549 9069 in advance, or on the day of your visit one of our Partners for more details.

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

Please ask one of our Partners for details about mobile hearing loops. Fixed hearing loops are available in Customer collections, Furnishing fabrics, Audio & TV service desk, Gift List and at payment points.

#### **Accessible fitting rooms**

In Fashions and Menswear.

#### **Accessible toilets**

Next to the Place to Eat, and on the First floor Townside next to Fashions.

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

Located near the Espresso Bar First floor.

#### **Help with your shopping**

Just ask one of our Partners if you need assistance.

### **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 1743

### **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 1743

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 Kingston  
Wood Street  
Kingston Upon Thames KT1 1TE

Telephone 020 8547 3000  
Textphone 18001 + 020 8547 3000 (via Typetalk)

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