

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	9.00–8.00
Sunday	12.00–6.00
(Sunday browsing)	11.30–12.00

John Lewis
101 The Arcade, Westfield
Stratford City
Montfichet Road
London E20 1EL
Telephone 020 8532 3500
Fax 020 8532 3598
jl_Stratford@johnlewis.co.uk
johnlewis.com/stratford

John Lewis department stores SD24581 / 02.15



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 Stratford we offer the following:

Accessible parking*

There are 38 spaces for disabled customers in car park A, which is located near John Lewis.

Shopmobility

Manual, motorised wheelchairs and scooters are available. Telephone 020 8221 7212

Hearing loops*

Hearing (induction) loops are fitted on a number of till points across all floors. These are clearly signed. Please ask any member of our staff for details.

Accessible fitting rooms

In fashions on the ground and first floor

Accessible toilets

Located next to Lingerie on the First floor, Picture and mirrors on the Second floor and also next to Babywear on the Third floor.

Wide access lifts

Available with access to all floors.

Help with your shopping

Just ask any of our staff if you need assistance.

No need to carry heavy shopping

Drop off your shopping and collect it later. Simply go to any till point leave it with us and we will take it to Customer collections for you to pick up when you are ready.

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 8532 3500

Large print or audio tape

Please ask our staff 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 8532 3500

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 any member of staff, or contact:

John Lewis Customer Service Manager
101 The Arcade, Westfield
Stratford City
Montfichet Road
London E20 1EL

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Textphone 18001 + 020 8532 3500 (via Typetalk)
Fax 020 8532 3598

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