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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          | 9.30–7.00   |
| 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](mailto:jl_brentcross@johnlewis.co.uk)  
[johnlewis.com](http://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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