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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	9.00–6.00
Tuesday	9.00–6.00
Wednesday	9.00–8.00
Thursday	9.00–6.00
Friday	9.00–6.00
Saturday	9.00–7.00
Sunday	11.00–5.00
(Sunday browsing)	10.30–11.00

John Lewis  
2 Bath House Lane  
Highcross  
Leicester LE1 4SA  
Telephone 0116 242 5777  
Fax 0116 242 7199  
[jl\\_leicester@johnlewis.co.uk](mailto:jl_leicester@johnlewis.co.uk)  
[johnlewis.com](http://johnlewis.com)

John Lewis department stores SD245365 / 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 Leicester we offer the following:

#### **Accessible parking**

Spaces are reserved for disabled customers in the Highcross John Lewis car park. Access is via Vaughan Way.

#### **Shopmobility**

Manual or motorised wheelchairs are available from the shopping centre. Please call 0116 253 2596 for more information.

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

Please ask one of our Partners for details about mobile hearing loops. To check availability, please ring our Customer service department on 0116 242 5777. 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**

Accessible fitting rooms are available on the Ground floor in Ladies Fashion and Lingerie, Menswear on the Second and childrens on the Third.

#### **Accessible toilets**

By the customer lifts on the Ground, Second, and Third floors and via Large electrical on the First 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, this has a car park that can be accessed via Vaughan way. and from within the store via Women's fashions.

#### **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 + 0116 242 5777

#### **Large print or audio tape**

Please ask our one of our Partners 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 + 0116 242 5777

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 Leicester  
2 Bath House Lane  
Highcross  
Leicester LE1 4SA

Telephone 0116 242 5777  
Textphone 18001 + 0116 242 5777 (via Typetalk)  
Fax 0116 242 7199

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