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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	9.30–8.00
Friday	9.30–6.00
Saturday	9.00–6.00
Sunday	11.00–5.00
(Sunday browsing)	10.30–11.00

John Lewis  
Touchwood  
Solihull  
West Midlands B91 3RA  
Telephone 0121 704 1121  
Fax 0121 704 7299  
[jl\\_solihull@johnlewis.co.uk](mailto:jl_solihull@johnlewis.co.uk)  
[johnlewis.com](http://johnlewis.com)

John Lewis department stores SD245344 / 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 Solihull we offer the following:

#### **Accessible parking**

Spaces are reserved for disabled customers on all floors of the John Lewis car park.

#### **Shopmobility**

Manual or motorised wheelchairs are available from Touchwood and Drury Lane. Telephone number 0121 711 4231.

#### **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. Fixed loops are available in Kitchenware, Audio & TV and Gift List.

#### **Sign language\***

We have staff 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 Fashions, Menswear, Childrenswear and Sports.

#### **Accessible toilets**

On all floors.

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

Located on the First floor in the Nursery/Childrenswear department, near the Parents' room.

#### **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 the Ground floor.

### **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 +0121 704 1121

### **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 +0121 704 1121

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:

Management Office  
John Lewis Solihull  
Touchwood  
Solihull  
West Midlands B91 3RA

Telephone 0121 704 1121  
Textphone 18001 +0121 704 1121 (via Typetalk)  
Fax 0121 704 7299

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