

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

John Lewis
The Harlequin
High Street
Watford WD17 2TW
Telephone 0844 693 1763
Fax 01923 287999
jl_watford@johnlewis.co.uk
johnlewis.com

John Lewis department stores SD245336 / 02.13



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 Watford we offer the following:

Accessible parking

Spaces are reserved for disabled customers in the Kings car park in the Harlequin Centre. There is direct access to the shop via the glass doors on Level 1 of the car park.

Shopmobility

Manual or motorised wheelchairs are available from the Ground floor of Church Street car park. Telephone 01923 211020

Hearing loops*

Please ask one of our Partners for details about mobile hearing loops.

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

In Fashions and Menswear and in our Fashion Advisory Service.

Accessible toilet

On the Ground floor next to Fashions and Childrenswear and on the Second floor next to The Place To Eat.

Public telephone at accessible height

Located on the Second 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 on the Second floor, next to the Kings car park entrance.

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 1763

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 1763

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 Watford
The Harlequin
High Street
Watford WD17 2TW

Telephone 0844 693 1763
Textphone 18001 + 0844 693 1763 (via Typetalk)
Fax 01923 287999

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