

Buying school uniform in the summer of 2020

To our customers,

In response to the challenges created by COVID-19, we at the Schoolwear Shop are re-opening in line with government guidance on 15th June and will be working to deliver everyone the uniform they need for the next school year as safely and efficiently as possible.

Our first priority is the safety and wellbeing of parents, children and staff and in line with government guidance we are implementing a number of measures to ensure that we can operate safely for you all. With this in mind we are writing to inform you of how we will be working over the summer months and to ask for your support in managing school uniforms over the summer.

We will be operating our shop on a social distancing basis, which restricts the number of customers able to be in the shop at any one time. The most significant impact of this change will be felt in the last two weeks of the summer before the start of the school year, when the usual rush of customers in the shop will not be an option. Accordingly, we are asking our customers to do everything they can to avoid delaying uniform purchases until the end of August. Whilst we understand this will not always be possible, your help in spreading the volume of customers over the summer rather than into the end of it will help everyone to stay safe and you to get the uniform you need in good time.

If there is a late influx of shoppers similar to what we would normally see in late August it may not be possible to serve everyone for the start of the new school year in September, and pupils may be without uniform for the start of term. **Shopping early will alleviate stress later on.**

A number of physical measures will be implemented in the shop to prioritise the safety of customers, children and staff (customer number limits; a one-way system; distancing restrictions; hand washing; screens; etc.), but in addition to these physical changes we will be offering:

- An extended 90 day exchange/returns policy to give confidence that if you buy early and your child grows (as they insist on doing!) you can swap your purchase (with receipt, and tags still attached) for a larger size with no quibble;
- Extended opening hours of 8am-6pm daily Monday-to-Saturday;
- We will be open on Sundays from 11am-3pm starting from Sunday June 21st;
- 8-10am and 4-6pm Monday to Saturday will be reserved for customers with pre-booked 15minute appointments (**please email or call to arrange**);
- We will be launching an online webshop in June (plymouthschoolwear.co.uk), including home postal delivery and free click-and-collect options (but please be aware that from 20th August we will be prioritising shop customers – please try to shop early!);

What you can do to help:

- Please purchase your uniform early wherever possible – don't leave it until the last minute!
- If you know the sizes you require, order online (**before 20th August**);
- Consider booking an appointment for visiting the shop;
- It is likely that changing rooms will be unavailable; if possible, please bring a T-shirt or jumper that fits your child well with you as a reference guide for sizing;
- If possible, please limit the number of people/family members you bring into the shop (if possible, one parent per family and/or children not needing uniform not to visit);



- If possible, try to use contactless and if not PIN-based card payments when paying in the shop;
- If you can't reach us on the phone, please email, we will reply;
- We will be working hard to serve you safely and as quickly as possible, but some queuing (inside and outside the shop) or inconvenience is possible, **please be patient and considerate.**

By working together we will be able to safely get everyone the uniform they need in good time for the new school year. It will be great to see all our school children looking smart in their uniforms on their first day back. We ask and encourage you to shop as early as possible or online where possible. Many thanks for your support.

See you over the summer (and hopefully soon!).

With best regards,

The Schoolwear Shop