

26.05.20

Dear

REF: Coronavirus update

Following the Government announcement from earlier this week, we are delighted to be planning to re-open our stores from Monday June 15<sup>th</sup>. We have been spending the last couple of weeks ensuring that both our shops in Wells and Yeovil are ready to operate safely and conveniently for your parents and students in preparation for Back to School 2020/21.

For your information, we are implementing the following safety measures in line with government guidelines to ensure our staff and customer safety:

- Observing social distancing rules of 2 metres at all times – there will be a clearly marked one way system in our shops
- Sneeze guard screens at till points
- Regular cleaning of all touch points throughout the day
- We will encourage contactless card payment wherever possible – new £45 limit – no limit for apple pay, google pay or Samsung pay.
- Wherever possible we will be limiting the number of people visiting the store to one adult per household.
- We will be limiting the number of customers in store to allow for distancing so we recommend trying to shop early for Back to School- the last 2-3 weeks of the holidays and Saturdays are very busy.
- We are extending our returns period to for a full refund with receipt (currently 14 days) to 28 days and to the end of the summer (September 14<sup>th</sup> 2020) for exchanges. (Personalised goods cannot be returned so please be sure of sizing before ordering – detailed size specifications available)
- Postage will be at a flat rate of £3.95 and click and collect from our stores will be free of charge.

We thank you in advance for your help in sharing this information with your school community.

Kind Regards

Sally & Lucy



# COMING SOON

## New website

Additionally, we are very excited to inform you of another development in our business. As you know, we have been trading since 2003 from our Wells branch, and in 2018 acquired our second store in Yeovil.

As part of our plan to align our stores, we will be rebranding our business and both our stores from the date of reopening, 15<sup>th</sup> June to :

South West School Wear.

To support this we are launching our brand new, fully integrated e-commerce website on 15<sup>th</sup> June [www.swschoolwear.co.uk](http://www.swschoolwear.co.uk) which will offer parents a better and easier user experience. We would ask that you signpost parents to our new website from your existing parent communications. (However all enquiries will be forwarded from existing domain names Identity Kits and Schoolwear and More)

We look forward to being able to see you all soon however in the meantime if you have any queries please contact us at:

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