

COVID 19 SOCIAL DISTANCING RESPONSE TO TRADING

Dear Parent/Guardian,

Smarty Schoolwear wants to make shopping at our stores as safe and efficient as possible in these unprecedented times. We are working with the schools we supply and our customers to make sure the customer experience is exceptional. To enable this we will be implementing measures in our stores to assist this, but we also require our customers to shop slightly differently to previous years.

What are we doing to assist?

- 1) **We will implement a 4 customer rule to our stores.** There will be a maximum of 4 customers at any one time in the shop.
- 2) **All customers and staff should stay 2m apart,** floor markings will assist.
- 3) **One child, one parent policy in the shop.** We recommend a one child, one parent policy when coming to the shop if possible.
- 4) **Sanitising dispensers** will be at the access door to each shop. Please could you use it on your entry to the shop.
- 5) **Sneeze screens at counters.**
- 6) **Clean each fitting room after use** - fitting rooms will be disinfected and wiped down after each customer.
- 7) **Klarna Pay** – we have installed Klarna Pay on our tills at both stores (Hatfield and Stevenage). Customers will be able to buy items (min £40 spend) and spread payments over a fixed period at no charge or interest payable. The customer will have to sign up to Klarna at the checkout, it is a quick process and just requires a credit or debit card.
- 8) **Increased our returns policy,** 120 days for an exchange and 28days for a refund. Please note, proof of purchase (i.e. receipt) and original attached labels will still be required.
- 9) **Increased opening hours** - to aid the disruption, avoid long queues, we will opening longer hours – dates of when this will commence and what the new operating hours will be will be announced in due course.
- 10) **All of our staff will work 2m apart from each other.**
- 11) **We have been assured by suppliers our stocks of uniform are available** – we have continued to take delivery of stocks for the summer. Stock levels are high and are still coming in. Please do not worry we have sufficient quantities.

What can you do to assist?

Buying school uniform can be complex at the best of times and we are here to help. However, please try and undertake the following to make it easier

- 1) **New Yr 7 (September 2020 starters) should try to book appointments early with us.** Preferably as soon as we are able to start trading, remember, we have introduced Klarna pay to spread payments (reducing the expenditure burden) and also we increased our exchange and refund periods to assist. We still recommend Yr 7 starters to come and try garments at the shop rather buying online. We believe in coming once, getting you correctly fitted out and taking the garments home on the day, minimises the number of times you will need to

come to the store and come in contact with people. Check online or call the store to book an appointment.

- 2) **Existing parents/carers should check their child's uniform requirements for the new term as early possible.** Open those cupboards early, try the garments on and find out which ones you need from us as early as possible, avoid leaving it to late August.
- 3) **Existing parents/carers should try buy online, using our free delivery or click + collect service.**
- 4) **Check the uniform and pricelists before you come to the store.** To minimise your time in the shop, please check what items you will buy from us and what items you will buy from elsewhere. Also decide in advance what quantities of each item you may require. This will make your time in the store faster and more efficient. The pricelists/guidelines can be found on each schools page on our website, left hand side.
- 5) **Please come with one parent and one child in the shop (if possible).**
- 6) **Call in advance to determine what the best time to come and what current queues are like.**

By working together we can still get everyone back to school in the correct clothing and all being done in the safest way possible.

If you need any further assistance or because you are in the vulnerable health category please call us on 01707 263909 or email us at info@smartyschoolwear.co.uk and we provide further guidance.

We would like to thank everyone for the support and custom in these tough times.

Stay safe and well.

Kind regards

The Whole Team @ Smarty Schoolwear.