



I wanted to write to you to inform you of the comprehensive measures we have taken to ensure the safety of our customers during these uncertain times. We already operated a range of services designed to meet a varying number of needs.

We have now taken this significantly further.

First and foremost, happy customers are our priority. School uniform shopping is not top of anyone's list of most fun thing to do, particularly in the school holidays. When you add in the current uncertainty around Coronavirus many people will be naturally concerned about how they can get the correct and best fitting uniform whilst protecting their family. We also know that school uniform is an essential tool in building the learning mindset in children.

So with all of this in mind we have put together the detailed plan outlined below for giving the most comprehensive service possible whilst ensuring the safety of our customers and staff.

### **Shopping in store**

This is something that we are working on and as government guidelines are announced we will be able to say how we move forwards. Whether this is appointment only, a one in one out policy or a mixture of both we will be ready for whatever happens. As part of our online store click and collect will be available and these will be at specific times so we can monitor contact. We have an extended cleaning schedule hand gel and, if instructed, our staff will wear any appropriate PPE. We have ordered perspex screens for our counter areas. If necessary, all items tried on in store will be quarantined before being allowed to go back out for re-sale. We will of course follow all official guidance on this matter.

### **Ordering Online**

Every one of our schools has its complete collection available to order on-line. We will also be offering a telephone consultation appointment service. This is where we can talk customers through what to order and how to choose sizes. This service is free. We will also have a video guide to show parents how to measure children up for online. This will be on our website in the next few weeks. Our orders will be processed and delivered during our evening shifts. This will allow us to have fewer members of staff in the shop at any one time.

### **Home delivery**

Our standard home delivery will be free this year.

### **Take Two**

Customers may be unsure of the size they need but would still like to have it delivered? We've got that covered too. They can simply choose our Take-Two service. Pay for one size and at the checkout select any number of alternative sizes. We will bring all sizes at a mutually convenient time, wait outside while your child tries them on and then you can choose the size to keep and give us back the size you don't want. No returns, no extra cost, no fuss! The take two service will cost £3-£5 depending on the order. (up to 4 items £3 – over 4 items £5). All returned items will be quarantined before being made available again for sale.

### **New Starters**

We appreciate that there is more of a time commitment needed to help advise parents of Year 7's. Over the past few years we have run a successful and popular home fitting service. Whilst this may not be possible this year we have combined some of the existing services with some of the new services to help.



[www.impressionsuniform.co.uk](http://www.impressionsuniform.co.uk)

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01942 587487

We will offer telephone appointments where we can advise parents what is needed for their child and how to work out what size they might need. They can also be directed to the online videos which will be on our website over the next few weeks.

The customer can then order and pay for the items online. We then deliver the items with alternative sizes in one go. We will wait outside or in our vehicle whilst the customer tries on. If we are needed for more advice we can do this via a video call. The customer will then place unrequired items back in the packaging and leave outside for us to collect.

All items returned to store will be quarantined before being available again for sale.

#besafe #stayhome

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#besafe #stayhome

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all of your school  
uniforms ONLINE!**

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