



Riviera Schooldays

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Dear Parents and Guardians

3 June 2020

We are delighted that, after a period of lockdown, our shop will open again on Tuesday 16 June 2020 in line with government guidelines.

We have been really busy behind the scenes preparing for our re-opening and we would like to inform you of some of the measures that we are implementing in the shop to ensure that both you and our colleagues can shop and work in a safe environment.

1. Social distancing measures will be in place and there will be a limit on the number of people that come into the shop of one adult and one child at a time.
2. Following the guidance provided to retailers our changing rooms will be closed.
3. It will not be possible to try-on any garments in the shop. Customers may try on garments at home and return any that do not fit for exchange.
4. Garments that are returned will be quarantined, for 72 hours and then cleaned prior to their being placed back in stock.
5. It will not be possible to offer an appointment system for uniform fitting as this would expose staff and customers to each other for periods of time at close proximity.
6. We aim to use a separate entrance for customers to collect on-line orders and to return or exchange garments.
7. On our website, we are providing more detailed guidance on the sizing for individual garments.

These are the restrictions under which we will initially open. They will be reviewed through our Risk Assessment in line with any future advice from government.

In order to reduce the queues at the shop, we encourage all parents and carers, where at all possible, to buy their uniform on-line at our website from 1 July 2020. This will help to keep the shop as free as possible for those who are unable to shop on-line. It will be possible to collect on-line orders from the shop or to have them dispatched by post. For garments that are purchased on-line and are returned for exchange by post, we will despatch the replacement garments free of charge to the customer – once per order.

We would like to assure you that, together with our colleagues, we are here to support you and your families throughout this period and will do all that we can to make the purchasing of school uniform as safe, easy and stress free for you as possible.

Keep well

Neil & Cathy Hart
Proprietors

SCHOOLWEAR – ASSOCIATION WEAR – EMBROIDERY