



### **Information for parents and pupils purchasing school uniform this summer.**

Ensuring the health of you, your children and the AlleyCatz team, is our top priority. As such, we have had to make some substantial changes to the way that we at AlleyCatz work, both in store and in our warehouse, as we adapt to the new 'normal'.

The main implications to keep everyone safe are listed below:

**Uniform available online – [www.alleycatz.co.uk](http://www.alleycatz.co.uk)**

**Free courier delivery over £50**

**Click and Collect service suspended during this period**

**NEW STARTER APPOINTMENTS ONLY – available from 1<sup>st</sup> June to 31<sup>st</sup> July 2020**

**For last minute purchases, store will be open for walk-ins from Saturday 1st August – no appointments required during this time. However, there may be long queues and extensive waiting times to enter the store.**

**Availability of uniform.** Please be aware that there are significant supply chain disruptions and some goods will not arrive in stock as per our long-planned time schedules. Almost all the factories we work with have had to close or minimise their workforce for a considerable period and, therefore, delays are inevitable as they play catch up on production. We would appreciate patience and understanding if we are out of stock of some uniform items.

We will, of course, be working on Government and Healthcare social distancing protocols and, as such, there will be important changes in the way we serve you.

#### **ONLINE PURCHASES**

- As a result of the social distancing limitations within the store, parents should look to purchase uniform online wherever possible. We will be delighted to offer advice by telephone.
- 'Click and collect' is suspended during this period due to the number of customers this would encourage into the store.
- We have temporarily restructured our online carriage charges and we are pleased to offer free delivery for all orders over £50.
- We have extended our returns and exchange policy to take us up the start of the new term.
- Please allow longer for delivery as we anticipate a large increase in online demand.
- PLEASE ORDER AS EARLY AS POSSIBLE to allow time for any size changes that may be required.

#### **NEW STARTER APPOINTMENTS – from 1<sup>st</sup> June 2020 to 31<sup>st</sup> July 2020**

- From 1st June- 31<sup>st</sup> July, we will ONLY be operating appointments. The store will be closed to all walk-ins/casual purchasing. **We will be unable to make any exception to this.**
- **All other customers are directed to the AlleyCatz website, [www.alleycatz.co.uk](http://www.alleycatz.co.uk), to order school uniform items.**
- Appointments will be strictly limited to NEW STARTERS ONLY. Please book online at [www.alleycatz.co.uk](http://www.alleycatz.co.uk)
- Please do not make appointments if you are not a new starter.



- Appointments will be a maximum of 45 minutes and limited to one adult per pupil. We ask that parents make best use of this time to allow the most productive outcome. If appropriate, please have questions ready in advance
- We will be offering extended opening hours (appointments available from 9am to 7.00pm Monday to Saturday) to ensure new starters can book appointments throughout this period.
- Please make appointments at your earliest opportunity- as there will be exceptional demand.
- Please bring your school uniform list with you for checking off items.
- Strictly no siblings allowed (as they count towards the limited number of shoppers instore).
- If you have more than one child, it will be necessary to book an appointment per child as we are unable to have siblings in the store at any time, to comply with guidance.
- For these new starter appointments, please arrive **AT LEAST 10 MINUTES BEFORE YOUR APPOINTMENT** - we ask parents to plan their trip to the store carefully to allow for parking, walking to the store.
- We are unable to extend slots or offer compensatory alternative slots as we will be managing a complex rota to safely allow for as many customers as possible throughout the day.
- Upon advice from the British Retail Consortium, **all changing rooms will be closed, sealed and NO trying on of garments instore will be allowed.**
- Courtesy disposable tape measures will be offered for all appointments.
- We encourage payment by card wherever possible.
- Our staff will of course provide their usual expertise to help with sizing advice, whilst maintaining the 2m social distancing rule. Please understand that this is for all our safety.

#### **SAFETY IN STORE**

- There will be a separate entrance and exit to ensure a rapid and efficient throughput of customers. The entrance door will be locked between appointments.
- Hand sanitising stations at entrance and exit
- Floor markings will show 2m distancing
- Sneeze screens and customer till point dividers to keep individual customers separate and staff separate at till points

#### **RETURNS AND EXCHANGES FOR ALL CUSTOMERS**

- Returns and exchanges will be handled at a newly opened separate entrance and this will operate as an outside queue. Please bear with us as there may be long queues.
- Returned items will be quarantined before resale.

#### **SATURDAY 1ST AUGUST ONWARDS – WALK-INS AND CASUAL PURCHASES**

- During the month of August, we will suspend all appointments to allow for walk-in and casual purchases.
- Our extended opening hours will continue until schools reopen in September. 9am to 7pm with last entry at 6.45pm
- Under current guidelines, we will operate a queuing system with external 2m distancing floor markings. The doors will be manned to ensure a 1-out/ 1-in policy- in line with those offered by supermarkets and other stores.
- Please be aware that there are likely to be substantial queues outside the store.
- In view of likely extensive queuing at this time, we continue to encourage online purchasing.