



## Covid-19 Statement Summer 2020

Our service this summer is going to need to be a little bit different from usual and this statement is going to be honest about the challenges that we face going forward and ask for your understanding.

We don't yet have all the answers.....there are some things that we can be sure about....

Firstly the safety of our staff and customers will be paramount when making any decisions regarding the service that we will be able to offer. We will be closely following government guidelines but if we feel we have to take further actions to safeguard then we will ....our business is unique to most other clothing retailers as we have vast amounts of people visiting in a very short space of time.

If you have ever visited us during the summer period before you will know that it is usually a busy, bustling environment where you can come in, freely browse, try garments on to select the correct size and quite often have the full attention of a member of staff to guide you through the process. It can be quite a family occasion with multiple siblings and quite often grandparents or uncles and aunts, groups of friends attending together, particularly if its for a student starting a brand new school in reception or starting year 7 at a new secondary school - we understand it can be quite an occasion and enjoy being a part of it.

One thing we can be sure of is that it can't be the same this year and will be an ever evolving situation....we will ask you to be patient and thank you in advance for this.

Trying on or touching items will not be permitted as it would be impossible for us to keep them safe for the next customer - we would have everything in quarantine and nothing to sell (the challenges that smaller retailers face), that's without a huge storage issue and the extra risk it places our staff under. Currently our changing facilities are closed as it would be impossible to sanitise between each use safely when they would be in constant demand.

It would not be possible for whole families to attend as we would not be able to apply social distancing rules.

Even if customers were willing to be patient and the sun was shining, we are not able to have long queues outside as the guidance states that queues are not permitted if they interfere with other business access.

We have many things to consider and we are planning for multiple eventualities. It would be paramount to check our website and Facebook pages which will be updated as changes are implemented but as we write this our shop is currently closed and we are busy putting together a range of resources to help customers to shop online and either opt for home delivery or click and collect. If we are honest we don't know yet if our shop will be open this summer and if it does we don't yet know in what capacity....either way we do know that we need to encourage as many customers as possible to shop as early as possible either online, on the telephone or via email and the usual rush at the end of the summer holidays needs to be avoided.

Please use our expertise for any queries you may have, we will be very happy to help you to the very best of our ability. We understand that the uniform, particularly during the transition from primary to secondary school is a huge part of the process and we will be here to support you in the best way that we can. We are putting in place dedicated telephone lines and email addresses to help filter queries to where they can be dealt with as quickly and effectively as possible.

We will be extending our exchange policy until the end August for anyone who orders early (please bear in mind that we might need to quarantine parcels for 72 hours before we can exchange).

If you have a particularly unique challenge, are a social worker, charity or just haven't yet got the finances to purchase but would like to reserve to collect at a later date then please contact us and we will endeavour to assist you. We would much rather that than customers worry and then all try to shop at once towards the end of the holidays.

Customers who have savings accounts with us...your funds are safe....our website will not allow you to deduct your savings from your total so please use the website to find our your requirements and then telephone or email us your order and we will telephone you for payment - with your deduction made or to let you know your new balance.

We know this is not ideal but for the time being we are hoping that you can come together and support us in trying to support you in very different and challenging circumstances.

*Thank you for your understanding  
Take Care  
from*

*The Super Stitch Team*