

As you can imagine, safeguarding our customers and staff is our highest concern. Even though there is a gentle easing of lockdown, we are following Government guidance for retail premises. Accordingly, we have put in place measures to adhere to social distancing, meaning there are strict limits on the number of people we can allow into the store at any one time. This effectively means we have a "closed door policy" and so we are operating an appointments system for those parents who would like to visit the store.

Hence, it's important to (a) outline the ways parents/carers can purchase uniform and PE kit; and (b) convey to them the need to do it **early**. There are 2 ways they can do this: -

Purchasing Online: [sanco.co.uk](http://www.sanco.co.uk)

Parents can order from our website 24/7. To do so, please share the following link with **all parents/carers** (existing pupils + new starters in September), which takes them directly to the Bishopshalt page on our website: -

<http://www.sanco.co.uk/school/14/>

Visiting the Store

Alternatively, to visit the store they need to make an appointment. For this, please share the following link with **all parents/carers** (existing pupils + new starters in September), through which they can book a fitting appointment: -

<http://www.sanco.co.uk/page/book-appointment/>

The appointments are for 20 minutes. Our booking policy is on the website and gives parents all the details they need to visit us safely and seamlessly. Parents with appointments will be let in to the store at their scheduled time. Anyone without an appointment will have to wait in a queue and we will only be able to serve them if our maximum numbers permit, in between parents who do have an appointment.

Purchasing Early

Due to social distancing and the requirement to quarantine for 48 hours items tried on, exchanged or returned, it is **very important** parents organise uniform **as early as possible**. If parents leave it till August, it is likely they may have to queue for extended periods and/or the items or sizes they require may not be available due to quarantine. Please convey this to your parents so they are encouraged to make early arrangements.

Hence, we **strongly suggest** ALL parents either (a) visit the website or (b) make an appointment and visit the store, by **31st July** at the latest. Please therefore circulate the above weblinks/information both to new parents of pupils starting in September AND to existing parents who may only require top-ups.

Exchange & Refund Policy

To ease concerns over buying early and child(ren) having 'growth spurts', we've extended our exchange policy from 60 to **90 days** (refunds 30 days). Goods just need to be kept in saleable condition (unworn, tags intact, with receipt).