



May 2020

Dear Parents and Guardians

Firstly, I want to thank you all for your support of our family business during this difficult time. I would like to assure you that 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 easy and stress free for you as possible.

We are still waiting for approval to open our store in line with government guidelines. We are however in the shop Mon-Fri 10am-4pm preparing for re-opening.

We are really busy behind the scenes preparing to re-open and I would like to share with you the measures we have implemented in store ensuring that both you and our colleagues can shop and work in a safe environment:

- We have introduced social distancing measures and are limiting the number of people in store at any one time by operating an appointment system. Appointments are 30mins long and can be made during our extended opening hours of: Mon-Fri 8am-8pm, Sat 8am – 6pm & Sun 10am – 5pm. To book your appointment please visit <https://outlook.office365.com/owa/calendar/AClassApart1@aclassapart.co.uk/bookings/>
If you are a key worker or have a vulnerable child and are unable to attend an appointment during these times, please email me at emma@aclassapart.co.uk. We have started accepting bookings from June 29th. If, for any reason, we are unable to open by this date, we will contact all customers with bookings to re-arrange.
- Pre-booked appointments will have priority however, if customers do not book an appointment, we will be operating a strict queuing system for entry to the store. If all appointments for the day are booked, we will ask you to complete an order form outside of the shop. We will make up the order for you for your child to try at home. **I would urge you to shop early for your uniform for the new school year.**
- Where possible please limit the number of people that come into store to just 2 - the child who requires uniform and an adult.
- To support families financially, we have extended our deposit scheme so you can reserve your uniform for £10 and then collect and pay for it all by 30th August 2020. If you choose to reserve the uniform and collect in August, your child will have to try the uniform on at home. We always allow growing room and will exchange items in their original condition right up until school starts. You can start a savings plan online at www.aiclassapart.co.uk or by ringing us on 02920 515722.

- We will have a dedicated collection point that can be accessed from the street and won't require entry to the shop.
- Our full range of uniform is on our website www.aclassapart.co.uk and we have also introduced FREE delivery for all orders over £50.00 from June 1st – August 16th inc. If you are able to order online please do so as this will really help us in store and also your fellow customers who may be unable to shop online.
- When you enter the store, please make use of the hand sanitizer readily available at the entrance.
- We are now operating a strict one-way system in the store.
- Our colleagues have been issued with PPE. Please don't be offended, it's for you, your family's and our colleagues' protection.

If you have any questions or concerns about any of the above points, please email me directly at emma@aclassapart.co.uk.

Once again, I would like to extend our sincere thanks to you and your family for your continued support and we are very much looking forward to welcoming you back to our store in Dinas Powys in the future.

Kind regards

Emma
A Class Apart