**NOTICE FROM GRAYS SCHOOLWEAR – MAY 2020**

Dear St Wilfrid’s

I just wanted to touch base with you to reassure you that whilst our stores may be closed, we are currently working very hard behind the scenes.

Our main responsibility is making sure once we do re-open - ‘back to school’ shopping will be safe and easy for your families and our colleagues.

We are aware that new parents intake evenings will not take place this year therefore we are in the process of putting together an e-brochure which will contain all the relevant information we feel will be useful to your families.

We are in constant touch with our suppliers who have ensured us that our deliveries will still be on time. We had already received over 70% of our stock before lockdown began, as we always place our orders pre-Christmas.

We will try where possible to encourage customers to shop online at - [www.graysschoolwear.co.uk](http://www.graysschoolwear.co.uk/) where we will have special offers and uniform bundle deals, all deliveries will be contactless. We will be posting “how to measure” videos, sizing guides, extra relevant information on products and printable tape measures to help customers feel confident buying online.

Of course we understand that not all customers will want to shop online, especially those of new starters. Therefore we have created an appointment system so that we can operate social distancing safely in store. The appointments will be booked through our website and details of how to book will be included within our ebrochure. Our appointment system will also include the option of a virtual appointment, where a member of our team will answer and questions a customer may have via Zoom so that they can complete their purchase online.

We are paying close attention to developments and will revise our plans as and when needed following advice from the Government and WHO.

Extensive measures we are currently putting in place include -

1. Colleagues at our entrances to ensure safe customer numbers in store.
2. Signage and floor markers to enable social distancing.
3. Perspex screens at checkout.
4. All counter tops and PDQ machines will be cleaned down between each customer.
5. Any clothing tried on will be taken off the shop floor and put into a “safe zone” where this will be deep steamed before being returned to the shop floor.
6. Hand sanitiser stations at our entrances and checkouts.
7. We will only accept card/contactless payments.
8. Strict hand washing procedures will be in place.
9. Our Colleagues will all be given PPE.
10. Click & Collect - deliver to car service.

We will continue to respond as the situation develops and will share any further changes with you, we will be in contact shortly with a copy of our ebrochure. We would be grateful if you would share this with your families so that together we can keep your families and our colleagues safe.

Kind regards, stay safe,

**Grays Schoolwear**