



## Update for Parents, Guardians & Carers

### Shop Service (we will be open on Saturdays from 26<sup>th</sup> July to 4<sup>th</sup> September inclusive)

Although restrictions affecting the opening of our shop have been lifted, we will continue to offer an appointment system as we did last year. This was so popular with parents because it ensured everyone had sufficient time to complete their purchases without having to wait in a large queue.

Our Click & Collect service will be fully operational, we have created a separate area so customers don't have to come to the shop to collect their order. Click & Collect is located in the unit next door to our shop and will be clearly signed, from Monday 26<sup>th</sup> July to Saturday 4<sup>th</sup> September Click & Collect will be open from 8am to 8pm. **You will not be able to place orders at the Click & Collect desk or purchase additional items**

**It is really important that you check the situation before visiting our shop over the summer. If you have a long journey to visit us we wouldn't want to have to turn you away because we couldn't accommodate you. Paramount to everything is the safety and welfare of our customers and staff.**

### Stock Availability, Cut off date & Ordering

Despite the pressures that have affected global product sourcing & manufacture, our careful planning has meant we have received much of our Back to School stock already and over the coming weeks to the end of June we will continue to receive incoming stock. We don't envisage any issues with stock availability during Back to school but the best way to ensure you have what you need, is to order early.

The cut off date for guaranteed delivery of online & telephone orders will be Thursday 29<sup>th</sup> July, if we have your order by that date we guarantee the order will arrive before school starts in September. Back to School is incredibly busy and we usually see orders increase from 10 or 15 per day to 250/300 orders per day, it simply isn't possible to increase staff numbers by the same factor so while we do take on temporary staff, we also increase our working hours and days but it will take longer than normal to process orders, so please bear with us during the Back to School period.

### Contacting Schoolshop during Back to School

We understand that parents have questions relating to Back to School and this is an incredibly busy time for us, therefore before you contact us please check our website for answers to your questions. If you want to check stock of products just look online, if the product(s) is/are out of stock it will display there. Please don't contact us to ask for items to be put aside for you as we will not reserve items for customers because this is unfair on those who have made appointments and taken the time to come through to our shop.

If you return an item for exchange or refund please provide a mobile number and we will text you to confirm we have received the item so you know we are dealing with this.

If you can, please contact us via E-Mail as we can respond to this even after our telephone lines have gone onto night service.

**Please leave a full 2 weeks from placing your order before contacting us for any update.**

**If you need us, we are here to help on 01904 607331 or by e-mail to [sales@school-shop.co.uk](mailto:sales@school-shop.co.uk)**