



CLOTHING COMPANY

The One-Stop Uniform Shop

Summer plan 2020 – Covid 19 Secure

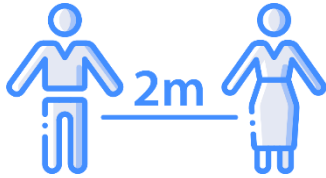
To all our lovely customers,

We are currently preparing for a Summer period that will present more challenges than usual. Although there will be uncertainties, it is likely that July – September will remain our busiest time of year. We would like to share our plan, we will be putting in place to help overcome these challenges and ensure every child has a uniform for their first day of school.

Stock Levels

Please do not panic our stock is still arriving as expected and as always, we aim to have enough stock to cater for everyone. Some factories however are sadly experiencing delays on certain items, where this is the case, we will update both yourselves and the school. With this in mind we urge **you to not leave your uniform** purchasing until the last minute. We will be offering a walk-in fitting service **on Mondays and Tuesdays only** from 9.30 – 4.30 from Monday 15th June.

Social Distancing and Safety Measures



We know how much of an exciting time it can be for your child to be starting school and you may want to bring the whole family along to buy their uniform, but this year we have to limit to one adult and one child per appointment in order to adhere to the social distancing measures and to be able to keep our staff and customers as safe as possible. Our store will

have a hand sanitising station at the entrance where we will kindly ask all customers to sanitise their hands thoroughly before entering. Our staff will be wearing gloves or washing their hands after every customer and our store will be deep cleaned every evening.

Uniform Fittings



We will be offering a walk-in fitting service **on Mondays and Tuesdays only** from 9.30 – 4.30 starting on Monday 15th June.

There will be samples of all garments should you need to try uniform on which are disinfected and steamed after every use. Changing rooms will also be available and disinfected after every use.

Online Ordering



We please urge all customers to order their uniform via our website www.aceclothing.co.uk as early as possible. You will have the option to click and collect or a home delivery which we have now been able to offer at a reduced rate of £5.99. In both instances some orders can take between 7-10 working days during our peak season so please wait until you receive a notification via email to let you know it is ready for collection or dispatch.

Telephone Help



We have extensive knowledge of all our school's uniform requirements and can offer great help with sizing over the phone should you be unsure. For any existing customers who are stored on our system, we will have the sizes you have purchased in previous years which will help if you just need to order a bigger size.

Opening Hours



We will be in the office Mon – Fri 9.30 – 5, **HOWEVER ONLY OPEN TO THE PUBLIC ON A Monday and Tuesday ONLY**. We will remain **closed Wednesday / Thursday and Friday to the public** but will be here processing online orders and **open for our 'click and collect' service**.

We will be extending our opening hours in **July including two Saturdays in the month: Saturday 4th July and Saturday 11th July where we will open to the public**. We will only be able to cater for **4 adults and 4 children in our store at any one time so please expect to have a little wait**. We will be operating a ticket system so you can wait from a safe distance

We will also be open to the public on **Saturdays in August and September from 10 – 4**.

*There may be some amendments to our opening hours so please check our website frequently

Reminders

- Please ensure to order uniform as early as possible to avoid any disappointment
- Please check our opening hours as we are operating very differently this year
- We would kindly recommend that all customers wear masks where possible in order to keep us all as safe as possible

As we are going through a very uncertain time there may be some changes we may need to make along the way which we will share on our website www.aceclothing.co.uk. So please have a look out for any updates or if you have any questions please do not hesitate to give us a quick call