# ANGELS
## YOUR UNIFORM SHOP

# Covid – 19 – The New 'Normal'

We are living through unprecedented times right now, with uncertainty at every corner, but Angels knows that we will get through this together and be a stronger family once we pass this difficult time. Angels is getting ready to help ensure that when 'Back to School' happens, we are ready to provide you with outstanding service.

We are still following government advice, by keeping our doors closed until otherwise advised. Our online store, however, is still running, at a reduced capacity. And we are currently in the process of setting up a new and improved website, to manage the increased demand we expect over the summer months.

Once we finally reopen, we are putting into place new rules to adhere to social – distancing and comply with expert advice.

## Social Distancing measure

As always and particularly now, we strongly encourage customers to come in store as early as possible. There are always large queues during August and September, and these will be even larger this year. Let us work together to reduce this as much as possible.

Also, please only bring **one child per carer**. We want to limit the size of groups in the store at any one time.

## Pre-ordering Scheme

We encourage using our website [www.angelsuniforms.co.uk](www.angelsuniforms.co.uk) to place **online orders,** to be delivered directly to your homes, and to utilise our **Click and Collect** services, where you can pick your items up from the store. Once ordered you can rest easy, knowing your school uniform is ready for the new year.

Unfortunately there will be no access to our changing rooms, but we are **extending our exchange policy to 21 days**. Refunds will still not be offered, except where it fits with your statutory rights.

## New Procedures

Hand sanitiser will be available on entry and exit and all our staff will be wearing basic PPE.

Whenever possible, we will only be accepting card payments. And opening hours may be extended depending on demand.

## Thank you for your continued support and patience. Stay Safe!

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