

# Parent **School Uniform** Information

# How we are staying Covid-19 secure

We have followed government guidance to ensure we are

COVID-19 secure allowing you to shop safely.

How to purchase your uniform

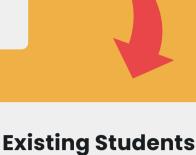
Shop Early and Shop Safely (Covid-19 Secure)

This will increase our total capacity for back to school.

Visit our website

monkhouse.com





## **FOR A PERSONALISED** SAFE STORE VISIT

**BOOK AN APPOINTMENT** 

## Shop early To help our total capacity for back to school.

### 1:1 personalised service from our trained and experienced staff.

Right sizing first time Help with sizing as we know this can be difficult.

Personalised shopping

### By booking an appointment you will avoid any queues.

**Avoid the queues** 

One Stop Shop Get everything you need in one shop including all accessories for back to school.

prevent large queues.

ORDER ONLINE

### Most existing parents will have a good idea of sizes making their purchase quick and easy.

**Know your sizes** 

Returns

shopping.

Free extended returns to help with web shopping.

Free click and collect to help with web

Click and collect

# The Booking System

New starter guide

The best way for new starters to shop safely and get your sizing right first time.

We understand the added pressure on starting a new school so we have

developed a Personalised Safe Booking System to protect store capacity and

## to school. Personalised shopping

To help our total capacity for back

**Booking a Store Visit** 

## 1:1 personalised service from our trained and experienced staff.

be difficult.

Shop early

Right sizing first time Help with sizing as we know this can

### Avoid the queues By booking an appointment you will avoid any queues.

Get everything you need in one shop including all accessories for back to school.

# 3 things we need you to do

days a week.

One Stop Shop

Shop early and visit our website for full details and our latest information - www.monkhouse.com

**Existing student guide** 

## **Hand Sanitisers** Till Screens

Staff face masks and gloves

Distancing markers and signage

professional Covid-19 secure risk assessment completed which

Store Safety

**COVID-19 Secure** 

includes:

All of our stores have had a

where applicable Daily deep cleaning Hourly cleaning of high touch

Fresh garments for fitting

For further details please read our full safety document on our website.

www.monkhouse.com

purposes

# Visit our safe store and get everything you need

Book your personalised booking system slot

**Shop early** 

Free click and collect

# **Website Ordering** The safest way to shop for existing parents who know their child sizes.

Due to social distancing we need your help to protect store capacity for new

starters and prevent large queues. Please order through our website 24hrs a day, 7

**One Stop Shop** 

Free extended returns Online offers and deals

# Check your garments for the current sizes so you know what to order

3 things we need you to do

all our latest information.

Visit our website (www.monkhouse.com) for

Register or sign in to get all our latest offers

see contact us section on our website for further details. How long will I have to return garments if they don't fit when I get them?

We are extending the returns period to the 7th September for all customers to help in these

We strongly advise you to come to store, so we can guide you with our expertise through the uniform requirements and make sure you get the right size with growing room. It also gives us the best chance of making sure you get all the compulsory items your child will need to go back to school with. But PLEASE book your appointment as early as possible, help us to help you.

I am a parent of a child already at a school and I want to come in store rather

To be able to service New Starters we have put a booking system in place to keep people safe and offer the best service, so we would advise all existing parents to shop on-line if possible. If this is not possible then we will be operating limited non appointment trading hours at stores, but these will be based on a monitored door approach and so you will expect to queue. Please

## How safe are your shops going to be? We are installing hand sanitising stations at the entrance and exits of all stores. We are also operating a strict booking system or maximum number of people in store at anyone time so as

Can I shop on-line if I am a New Starter at a school?

around counters are being fitted where possible and floor markings and guides will be installed. We would ask that all customers bring their own face masks and respect the 2m distancing guidance. Risk Assessments have been done at all stores to look at how we can provide a safe customer and colleague environment. Please help us to help you and stay safe together.

not to over crowd shops. All staff will be given face masks and gloves to wear, sneeze guards

### have had to radically change our normal trading model to try and provide a safe environment for everyone. This will no doubt mean we will face challenges so please shop early to help us help you to make sure your child has uniform on their first day back at school.

When should I shop for my school uniform?

Will my local store be open normal trading hours? No, we will be flexing trading hours by site depending on many factors. Please visit our website

As early as you can, please do not leave till August. These are unprecedented times and we

We strongly advise against this, there are so many uncertainties at this time, please help us to help you and shop early.

Head Office: Tel: 0161 476 7216 | Email: web@monkhouse.com | Web: monkhouse.com

# for your local store's opening hours and which days are dedicated to appointments only, walk up's and click and collect collection times.

If I leave purchasing my uniform till the end of August will I be able to get into your shop and will there be uniform left?

# FORRESTER

Schoolwear Specia**l**ists

**FAQs** 

challenging times.

than shop on-line. Can I do that?