

# Rawcliffes Schoolwear COVID-19 Summer Restrictions 2021

Hello all, we hope you are well and staying safe.

We will be following a similar structure to last year this summer with COVID 19 restrictions still likely to be in place, in order to ensure the safety of our customers and staff.

## IMPORTANT CHANGES

### Appointments

- To reduce the number of customers in store, we will, once again, be operating an appointment system throughout the months of July, August and September.
- **15 minute appointments can be made via our website.**
- There will be no trying-on during these appointments – we will give our best advice regarding sizing; anything that does not fit once tried at home can be returned/exchanged.
- We ask that, where possible, only one parent attends the child/children and other non-school children remain at home.
- Priority will be given to new starter students - just beginning either primary or secondary school.

**Online Shop - [www.rawcliffesharrogate.co.uk](http://www.rawcliffesharrogate.co.uk) . You can also book your 15 minute appointment on our website, just follow the link at the top left side of the opening page.**

- Please visit our website first, where possible. If you have children already at school and are looking for replacement uniform please head to our website where you can find the full selection of uniform for each school.
- Please allow for delays with delivery, we will do our best to ensure that your items are with you as soon as possible.
- We also offer a free click & collect option.
- If you have special requirements with uniform, e.g. Long / Short length school trousers (particularly embroidered trousers) or primary school uniform in adult sizes (S, M, L) please order in advance and expect longer delays.

### Returns

- Due to the restrictions with trying-on we will accept all returns/exchanges – however, please ensure that the clothing remains in the condition in which it was bought, e.g. with labels in tact, un-worn and un-washed.
- There is no time restriction on exchanges/refunds so long as they are in the condition they were bought in.

### Shop Early

- We would encourage parents to shop earlier in the summer to help us be able to cope with internet orders and to ensure that as many people will be able to get instore appointments as possible.
- We also offer 5% off for those that shop in July – this applies both online and in-store.
- If you buy early but the clothing does not fit as summer is drawing to a close, we will exchange any items.

### Fitting and Trying-on

- There will be **no trying-on instore** again this year unfortunately. Our experienced staff will assist as much as possible with sizing recommendations. We appreciate that trying-on restrictions will make buying uniform difficult but once items have been tried at home we can exchange or refund where necessary.

### Card Only Payment

- We ask that parents pay via card where possible.

We appreciate that some of these changes are frustrating and can make the process more difficult, however we will do our best to ensure that the shop remains as safe as we can whilst still enabling parents to buy and return uniform.