**MESSAGE FROM RAWCLIFFES - IMPORTANT CHANGES TO SCHOOL UNIFORM PURCHASING**

**Appointments**

* Once we are able to reopen, numbers inside the shop will have to be significantly reduced. In order to reduce numbers, we will try to implement an appointment- based system for parents to buy uniform.
* In this instance we ask that only one parent attends the child/children and other non-school children remain at home where possible.
* Priority will be given to new starter students - just beginning either primary or secondary school - however, shorter appointments can still be made possible for existing pupils.

**Online Shop -** [**www.rawcliffesharrogate.co.uk**](http://www.rawcliffesharrogate.co.uk)

* 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 your school.
* Look through current uniform to help with up-sizing.
* Please allow for delays with delivery, we will do our best to ensure that your items are with you as soon as possible.
* If you have special requirements with uniform, e.g. Long / short length school trousers (particularly embroidered trousers), please order in advance and expect longer delays.
* We can offer a click+collect service. Parents can buy uniform online and select the click+collect option. Once a date has been provided for collection, the collector can give their surname at the door and a member of staff will bring your shopping to you - this avoids more people having to come inside the shop.

**Returns**

* Due to the restrictions that we will have to put in place, we are happy to accept a greater number of returns.
* We ask that clothing remains in the condition of which it was bought, e.g. with labels intact, unworn and unwashed, but we will exchange or refund any items in these conditions with no time limit.

**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.
* As mentioned, 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 likely be restrictions around trying on clothing. Our experienced staff will assist where possible with sizing recommendations and 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 only. Many shops have adopted this policy, card payment will help to protect both customers and staff by limiting contact.

These changes are entirely new to us and 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. If there are any further changes we will update you in advance and display on the information on our website.