



Dear Parents/Carers,

UNIFORM UPDATE

The following information is from 'Sanco', Chiswick School uniform suppliers. Please read carefully as it gives guidance on how to purchase new school uniform.

Safeguarding our customers and staff in the present climate is our highest concern. Even though there is a gentle easing of lockdown restrictions, we are following Government guidance for retail premises. Accordingly, we have put in place measures to adhere to social distancing requirements meaning there are strict limits on the number of people we can allow into the store at any one time. This effectively means we have a "closed door policy" and so we are operating an **appointments system** for those parents/carers who would like to visit the store.

Hence, it's important that parents purchase their uniform **early**. There are 2 ways they can do this: -

Purchasing Online: sanco.co.uk

Parents can order from our website 24/7. The following link takes you directly to the Chiswick School page on our website: -

<http://www.sanco.co.uk/school/61/>

Visiting the Store

Alternatively, to visit the store you need to make an appointment, using the following link to make an appointment

<http://www.sanco.co.uk/page/book-appointment/>

The appointments are for 20 minutes. Our booking policy is on the website and gives parents/carers all the details needed to visit us safely and seamlessly. Parents with appointments will be let in to the store at their scheduled time. Anyone without an appointment will have to wait in a queue and we will only be able to serve them if our maximum numbers permit, in between parents who do have an appointment.

Purchasing Early

Due to social distancing and the need to quarantine for 48 hours items tried on, exchanged or returned, it is **very important** parents organise uniform **as early as possible**. If parents leave it till August, it is likely they may have to queue for extended periods and/or the items or sizes they require may not be available due to quarantine. ***I would strongly encourage parent/carers to make early appointments to avoid disappointment.*** Hence, we **strongly suggest** ALL parents either (a) visit the website or (b) make an appointment and visit the store, by **31st July** at the latest. This is particularly important this year, as there is no "Pop-Up Shop" in school.

Exchange & Refund Policy

To ease concerns over buying early and child(ren) having 'growth spurts', we've extended our exchange policy from 60 to **90 days** (refunds 30 days). Goods just need to be kept in saleable condition (unworn, tags intact, with receipt).

Please note that PE Kit is **not** supplied by Sanco, but by online partners SWI <https://www.swischoolwear.co.uk/>; they are currently offering *home delivery only* (not delivery to schools as has previously been possible.)