



Unit 3 Howsell Industrial Estate | Howsell Road | Malvern WR14 1UJ

Office: 01684-892439 | Email: sales@kidzandkitz.co.uk | Website www.kitzuk.co.uk

Dear All Parents,

Due to the unprecedented times we are living in at the moment I thought I would try and explain how Kitz uk And Kidz and kitz will be looking to work with you to help you purchase your children's school uniform.

In normal circumstances the next few months should be exciting times for both parent and pupil as your children are ready to start a new school or move onto the senior school but it can also be an anxious time and no more so this time around due to the present circumstances.

Over the last few years we have tried to make shopping with us as stress free and as comfortable for **everyone including your children** and although we will find ourselves all having to work to new guidelines we see no reason why we cannot keep the same spirit and ethos as usually when shopping with us this time around.

Of Course we will be working within the guidelines set out by the government but we will also be putting a few key measures in ourselves to make sure everyone who visits us and for the safety of our own staff go home each day with a smile on their face knowing everyone has been protected and are happy the stress of uniform shopping is over for another term. (except for those pupils who lose their PE kit in the first week)

After doing our own due-diligence within our stores we believe we would be able to safely accommodate upto 4 families within the store at any one time. Of course, during different times of the day you as a family may have to cue for a short while whilst the staff attend the 4 families inside. We will set a designated area to allow you to cue with the opportunity to **borrow an umbrella** for the rainy days if required. **We will have car attendants on duty** to help with safety of children whilst you may be waiting outside and in order to keep the cues down to a minimum, we are implementing **new opening hours** see below. Once invited into the store we will ask you all to stand at a **docking Station** that we are busy making at the moment within the stores (**more about this a little later**) Once you are at the docking station, we would ask you and your family not to move out of that designated area whilst the member of staff gathers the garments ready for you to try on,

However, for us all to go home each day with a smile on our face we also need your help as parents and so I have listed below the way we would like to operate over the next few months with your help,

New Opening Hours for June 2020

As from June the 15th – July 4th we will operate as follows,

Monday-Saturday 9-5pm appointments only,

If you feel you would like to visit us during these times, we are happy for you to contact us and make an appointment between these dates



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Once the appointment is made, we would ask you to only bring a maximum of 4 people to the appointment but these can only be made up of the following,

Upto 2 adults and 2 children only or 1 adult and 3 children (where possible please only bring the children you are purchasing uniform for)

If you have chosen to buy your uniform in these dates and you feel your child has then out grown them by the end of August we will be happy to **exchange** these for the correct size providing you bring back your receipt and the garments are in perfect condition for us to resell.

Opening Hours from July 6th – 12th Sept 2020 we will operate the following

Mon-Friday 9am-8pm **WALKING SALES ONLY NO APPOINTMENTS**

Saturday 9am-5pm **WALKING SALES ONLY NO APPOINTMENTS**

Sunday 11am-4pm **WALKING SALES ONLY NO APPOINTMENTS**

During these dates it is not possible for you to make appointments and therefore for us to manage all of the parents shopping with us we have extended our opening hours so please please try and take advantage of these new opening ours and shop with us later if possible,

Again, we are limiting the number of people per family Upto 2 adults and 2 children only or 1 adult and 3 children (where possible only bring the children you are purchasing uniform for)

I know that **grandparents** often visit us with their son/daughter and grandchildren and often like to contribute to the payment of the uniform but I ask you all just to think about this when visiting us please and stick to the numbers per family we are recommending for us all to be safe.

Online Shopping

Of course, parent can go onto our www.kitzuk.co.uk website and go to the online shop section find their school logo and then shop online as usual,

Please be aware not all schools have an online presence and therefore you will have to visit us instore to shop with us.

Stocks

At present we have a really good stock situation on all items and stock is coming in every week however there may be occasions especially when we re-open in June and early July where some stocks have been delayed getting to us due to the closure of factories abroad etc. If you are one of those parents who have shopped early with us and we don't have this in stock once you have ordered the garment, we will make sure that once it arrives with us your order is fulfilled straight away and we will contact you to let you know. Don't forget we do all our logos printing and embroidery onsite so even if we are waiting for stocks to come in, we can turn it around as soon as it does,



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Pricing

As the owner of the business I am very conscious that there is a lot of families that may have uncertain futures going forward. Over the past 6-8 months there has been a sharp increase on all clothing and garments even before the pandemic but as a business I can promise you that we have tried to keep the costing down as much as possible and we will absorb the price increases where we can for the forthcoming months,

Good News Looking Forward,

For a while now we have been looking at ways to help families spread the cost of school uniform throughout the year and with an uncertain future going forward, we feel this year will be the right time to launch our new **parents' savers club**, So Within the month of October we will be looking at setting up a new savers club for all parents where you can put money onto a savers card/voucher through our online service or within the shop and then be able to spend it throughout the years as you feel fit. We will send out details over the next few months regarding this.

New Shoe Shop

Due to the success of our shoe sales over the last few years we are hoping to open a completely new area within **the Malvern store (only at present)** for you to shop with us when looking for shoes. We have recruited some new members of staff who brings along years of shoe fitting experience and a complete new range and styles to choose from for the school market, this should be open for you mid-July so please come and have a look and let's see if we can make it a little less stressful whilst shoe shopping.

Sherborne parents don't worry you will still be able to buy shoes and although we have added to the shoe range, we will not be able to offer the complete range like at Malvern until next year,

Social Media,

Please keep an eye on our social media over the next coming weeks as we will be adding newsletters on ways of entering into a new competition that we are hoping to launch for pupils of each primary school regarding the docking stations we have in store and new updates.

I know this letter has a lot of information to take in and I thank you for taking the time to read all the contents. All we ask now is to stay stress free and when shopping with us please bring with you the respect of what we have asked within this letter.

We hope to see you all very soon and please stay safe,

Kind Regards

Lee Smith



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