

An important uniform update to help all your parents.

1. Update

We updated you earlier this month on our operational and service plan for back to school – we are now pleased to communicate full details of that plan focusing on your **New Intake** and **Existing Students**.

Store capacity problem

Due to social distancing and creating a safe environment for all customers, our stores capacity has been significantly reduced and we will not be able to supply all your parents through our stores.

Store capacity solution

We are focused on two streams of service for New Starters and Existing Students to ensure we can process as many orders as possible before you return to school.

2. Guidance for parents

Shop Early and Shop Safely (Covid-19 Secure)

This will increase our total capacity for back to school.

Visit our website
www.schooltogs.com

New Starters

**BOOK AN APPOINTMENT
FOR A PERSONALISED
SAFE STORE VISIT**

Shop early

To help our total capacity for back to school.

Personalised shopping

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

Right sizing first time

Help with sizing as we know this can be difficult.

Avoid the queues

By booking an appointment you will avoid any queues.

One Stop Shop

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

Existing Students

ORDER ONLINE

Know your sizes

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

Returns

Free extended returns to help with web shopping.

Click and collect

Free click and collect to help with web shopping.

3. 3 Things we need you to do

1. Please tell all parents to visit our website for the latest updates and information.
2. Please put the attached Parent Plan (PDF) on your website.
3. Please send the attached Parent Plan (PDF) to all parents.

If you need any further assistance please call or email us.

Help & Support

Should you wish to speak to a member of our Customer Service Team, please call **0161 476 7216** or email web@monkhouse.com