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The Paragon - Uniform & PE Kit – Existing Parents / Guardians

June 2020

Dear Sir / Madam,

Firstly, we at John Moore Sports would like to thank you for your ongoing support during these challenging times. Although September is still some time in the future, we are carefully preparing for the new school year and as the school's uniform outfitter, we would like to make you aware of a few changes to our services during the current Covid-19 pandemic.

It goes without saying, that we are delighted to have now opened our doors again. As always, we will be using our expertise and knowledge to help you with your back-to-school needs and to advise you on your child's requirements and sizing. In order for this procedure to run as smoothly as possible, we have put a number of measures in place.

This year, you will be able to purchase your child's uniform in the following ways:

Online – our website, www.johnmooresports.co.uk, has dedicated pages for your school and contains each item that your child will need. Should you require any assistance with sizing, please phone us on 01225 466341 and a trained member of staff will guide you through the ordering process and advise appropriately. All orders placed on our website are eligible for FREE local delivery (depending on your postcode). Otherwise, the postage cost is £3.95 or, free of charge for orders over £75.

In Store – our shop has re-opened - please, check our website <https://www.johnmooresports.co.uk/map> for up-to-date opening hours, as these are likely to change depending on demand. We also have introduced one very important change in terms of school uniform this year:

OUR SCHOOL UNIFORM DEPARTMENT IS OPERATING ON AN APPOINTMENT-ONLY BASIS

This is very important and will be strictly adhered to for our customers' as well as for our staff's safety. In order to book an appointment, please phone us on 01225 466341, or click this link www.johnmooresports.setmore.com, which will take you to our online booking system. We recommend 1-hour time slots for any new starters and half-hour time slots for existing students.

If you do decide to come into our store to kit out your child, please be aware of the following measures we have put in place to safeguard you, as our customers, and our members of staff:

- The number of customers allowed in the shop at any one time will be limited.
- Please limit your visit to one adult and one child, if at all possible.
- Hand sanitiser will be provided at the entrance to the store.
- Social distancing is to be maintained at all times.
- The store will be zoned, whereby customers must stay in their allocated areas.
- Protective screens will be installed at till points.
- Customers are requested to use cash-free payment, where possible.

Please, be aware that in these uncertain times, we will not be able to deal with the usual last-minute rush at the end of August / beginning of September. Consequently, whether buying online or BY APPOINTMENT IN STORE, **please try and buy your uniform as early as possible this year.**

Our website and our social media are updated regularly, so please, keep checking these channels for up-to-date information.

We thank you in advance for your understanding, as we work through this time together.

Your sincerely,



Rob Moore
Managing Director
John Moore Sports