



**DEAN CLOSE**  
RETAIL

## **SUMMER APPOINTMENTS FAQ.**

### **Is the school shop open over the summer?**

Yes, we are open for most of the summer break, but we are open for **prebooked appointments only**. To book an appointment please email [cbeech@deanclose.org](mailto:cbeech@deanclose.org) or [shop@deanclose.org.uk](mailto:shop@deanclose.org.uk). Appointment slots fill up quickly towards the end of August so please keep this in mind and book early to avoid disappointment. The Prep school and senior school sports kit is also available online via [www.kukrisports.com/uk](http://www.kukrisports.com/uk) and can be delivered directly to your door.

### **If you're in the shop anyway, can't I just pop in for a couple of bits?**

If we are able to then we will always be happy to help. However, we run an appointment system so that we can give each appointment our complete attention. This is particularly important when the appointment is for a new family or for a family with multiple children to fit for full sets of uniform. We will be running several drop-in sessions throughout the summer so please use these if you only need a few items.

### **When is the best time to book for uniform?**

As soon as possible! Even if your child grows out of items over the summer it is an easy fix to swap items for a larger size but less easy to fit everyone in for an appointment in the last week of August. The diary is already filling up so please contact us as soon as possible, especially if you have limited flexibility with dates and times.

### **How long an appointment will I need?**

We generally book appointments for 30, 60- or 90-minutes dependent on the needs of individual families. When you request an appointment including the names, ages and year of each child helps us decide on the length of appointment needed but each appointment takes as long as it takes for everyone to be happy. Generally, a full fitting for an individual child takes no more than 30 minutes.

### **I'd like to order sports kit online, but I am unsure of what size to buy, what do I do?**

The Kukri website has a size guide but if you order an item and it isn't the right fit then please contact me at [cbeech@deanclose.org.uk](mailto:cbeech@deanclose.org.uk) and I'll do my best to swap it for a better size. Also, if you want any sizing advice I'm always here to answer questions via email.

### **The Kukri website is out of stock of the product I want, what do I do?**

Contact me via email [cbeech@deanclose.org](mailto:cbeech@deanclose.org) and I will do what I can to help.



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**I've tried to ring the shop, but I've not had an answer.**

The summer is incredibly busy, and I am not always able to answer the phone, especially if I am with customers or not in the shop for an appointment. The best way to contact me is via email [cbeech@deanclose.org.uk](mailto:cbeech@deanclose.org.uk) and I will get back to you as soon as I am able.

**Where is the school shop located?**

We are located in the sports hall next to the tennis courts. For safeguarding reasons, we cannot allow cars to drive up to the shop so please park on Shelburne Road and access the shop via the pedestrian gate. Please close the gate behind you.

Have a wonderful break.

My contact details again;

Christine Beech

Retail Supervisor

Dean Close School Shop

Phone 01242 258016

Email [cbeech@deanclose.org.uk](mailto:cbeech@deanclose.org.uk)

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