



In respect of the Government guidelines, Birds of Dereham will be opening the store on  
**Monday, 15 June 2020.**

The staff have been getting the store ready to make it safe for both customers and staff and have also completed a Covid-19 Risk Assessment. The staff are aware that shopping in the coming weeks and months will continue to be far from 'normal' but are there to help make it as smooth as possible for parents in these uncertain times.

When the store reopens, social distancing will be key so there will be a strict limit of 5 families in the store at any one time - one parent and only children that are being fitted for uniform, if possible. The shop will be discouraging extended families coming in. However, will man and operate a queuing system at the door - one for Click & Collect and another to enter the store.

### **Shop Floor**

There will be a separate, socially distanced queue outside the front of the store for parents wishing to come in to purchase uniform. They will be served at the till as quickly and efficiently as possible.

**Website** <https://www.birdsofdereham.com/>

The website is well established and easy to use and are actively encouraging parents to shop earlier than normal and order online where possible. Hopefully by shopping earlier, this will reduce the influx of shoppers similar to what we would normally see in August.

### **Click & Collect**

There will be a separate area outside the front of the store where parents can come to collect - this will save parents from entering the store unnecessarily.

### **Size Guides**

There is a new section on the website with size guides and a video showing how to measure for uniform.

### **Fitting Room**

There will be a fitting room open to fit uniform, but will be aiming, where possible, to fit with the minimum amount of garments being tried on.

### **Opening Hours**

From **Monday, 15 June 2020** the store will resume the normal opening hours - Monday to Saturday 9am to 5.30pm with a late night opening on Thursday until 8pm. This will be reviewed on a weekly basis and opening hours extended as required, current opening times will be shown on the website.

### **Returns**

It is recommended where garments are returned for refund or exchange, they are quarantined for 72 hours - garments will be processed after this time.

Once the store is reopen, the staff will be reviewing procedures on a regular basis and will make changes if needed.

**Please do not hesitate to contact the store direct, if you have any queries**