

# Horncastles

**Horncastles (Sevenoaks) Limited**  
66 High Street, Sevenoaks, Kent TN13 1JR  
Telephone: Sevenoaks (01732) 453574  
Email: [sales@horncastles.co.uk](mailto:sales@horncastles.co.uk)

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## SCHOOL WEAR SPECIALISTS

PLANNED RE-OPENING MONDAY JUNE 1<sup>ST</sup> 2020

Subject to further government guidelines we plan to re-open our shop on Monday 1<sup>st</sup> June.

We understand the importance of getting your uniform and want to work as safely and efficiently as we can. Please plan ahead and shop early to minimise an August rush.

Our usual 5% summer discount will be offered from 1<sup>st</sup> – 30<sup>th</sup> June 2020 this year. This applies both instore and online.

### Online Shopping

Where possible, we recommend you shop online. We have a small shop and we will need to work in a different way than usual.

Our website is simple to use, has secure ordering and we offer free UK delivery.

We understand that choosing the right size can be difficult. To help with this most of our uniform is sold in either chest or waist measurements in inches. Some in ages such as 5-6, 7-8 etc and some senior sports kit may be sold in adult sizes S, M, L. We do have a size guide on the website and one of the best ways to know the size required for children already at school is to look at the size they are currently wearing as a starting point.

### In-store

We will be following the social distancing guidelines set out by the government in order to keep our staff and customers safe in store. In order to do this, we will be implementing a few restrictions in-store:

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1. We will be offering a limited number of timed appointments for June 8<sup>th</sup> – June 30<sup>th</sup> initially for NEW STARTERS and FULL UNIFORMS only. Please email us at [sales@horncastles.co.uk](mailto:sales@horncastles.co.uk) requesting an appointment (Monday – Saturday 9am -4.30pm) specifying the school and year group in which your child is starting. We will email a confirmed appointment time back to you. Additional appointments for after June 30<sup>th</sup> will be released in due course once we know the systems are working.
2. If visiting the shop, we kindly ask that you do some preparation before your appointment;
  - a) Make a list of what you need, checking your uniform list and any current uniform that needs replacing.
  - b) Measure your child or even better check sizes that they are currently wearing.
  - c) In accordance with government guidelines, we ask that you have a face mask and gloves to wear inside the shop so that you have as safe a service as possible.
3. When visiting the shop we ask you to limit one adult with one child. If you need multiple uniforms please email or call us first.
4. There will be no enclosed fitting room facilities. Trying on of garments will be restricted to being put on over the child's clothes. We suggest a long sleeve T shirt and leggings will be the most suitable.
5. We will ask you to make sure your child is with you at all times.
6. We will have hand sanitiser available, but no customer toilet or hand washing facilities.
7. We will have separate click/collect collections and returns desks. Whilst we are dealing with your request, we may ask you to remain outside the shop.

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8. We will have individual areas for you to stay, whilst our staff will get the goods you require. We kindly ask that you refrain from wandering around the shop and/or touching any garments hanging up.
9. We will ask you to maintain social distancing of 2m (6 feet) as best as possible at all times.

These guidelines are not necessarily complete and may be subject to change.

We do not know how long these restrictions will have to be maintained, but we urge all customers to plan ahead, shop online where possible and buy your uniform early.

If anyone has any specific concerns, please call or email us and we will do our best to help you.

Thank you in advance for your understanding and co-operation.

Many Thanks

Brian Chilman  
Managing Director