MONKHOUSE
Schoolwear Specialists

Parent School Uniform Information

How we are staying Covid-19 secure

We know this time of uncertainty is having a huge impact on all our lives, and we want to let you know what we are doing to help you shop safely for your school uniform.

We have followed government guidance to ensure we are COVID-19 secure allowing you to shop safely.

How to purchase your uniform

Due to social distancing our store capacity has been significantly reduced. Therefore, we will not be able to supply all parents through our stores and we want to prevent large queues.

Shop Early and Shop Safely (Covid-19 Secure)
This will increase our total capacity for back to school.

Visit our website
monkhouse.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 & collect
Free click & collect to help with web shopping.

New starter guide

We understand the added pressure on starting a new school so we have developed a **Personalised Safe Booking System** to protect store capacity and prevent large queues.

The Booking System

The best way for new starters to shop safely and get your sizing right first time.

Booking a Store Visit

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Store Safety

COVID-19 Secure
All of our stores have had a professional Covid-19 secure risk assessment completed which includes:

- Hand Sanitisers
- Till Screens
- Distancing markers and signage
- Staff face masks and gloves where applicable
- Daily deep cleaning
- Hourly cleaning of high touch areas
- Fresh garments for fitting purposes

For further details please read our full safety document on our website.

www.monkhouse.com

3 things we need you to do

1. Shop early and visit our website for full details and our latest information - www.monkhouse.com
2. Book your appointment by visiting www.monkhouse.com
3. Visit our safe store and get everything you need

Existing student guide

Due to social distancing we need your help to protect store capacity for new starters and prevent large queues. Please order through our website 24hrs a day, 7 days a week.

Website Ordering

The safest way to shop for existing parents who know their child sizes.

- Shop early
- One Stop Shop
- Free click & collect
- Free extended returns
- Online offers and deals

3 things we need you to do

1. Visit our website (www.monkhouse.com) for all our latest information.
2. Register or sign in to get all our latest offers
3. Check your garments for the current sizes so you know what to order

FAQs

I am a parent of a child already at a school and I want to come in store rather than shop on-line. Can I do that?
To be able to service New Starters we have put a booking system in place to keep people safe and offer the best service, so we would advise all existing parents to shop on-line if possible. If this is not possible then we will be operating limited non appointment trading hours at stores, but these will be based on a monitored door approach so you will expect to queue. Please see the contact us section on our website for further details.

How long will I have to return garments if they don't fit when I get them?
We are extending the returns period to the 7th September for all customers to help in these challenging times.

Can I shop on-line if I am a New Starter at a school?
We strongly advise you to come to store, so we can guide you with our expertise through the uniform requirements and make sure you get the right size with growing room. It also gives us the best chance of making sure you get all the compulsory items your child will need to go back to school with. But PLEASE book your appointment as early as possible, help us to help you.

How safe are your shops going to be?
All of our stores have had a professional Covid-19 secure risk assessment completed so we can provide a safe customer and colleague environment. Please help us to help you and stay safe together. We have hand sanitising stations at the entrance and exits of all stores. We are operating a strict booking system or maximum number of people in store at anyone time to stop over crowding. All staff have been given face masks and gloves to wear. We have installed sneeze guards around our counters and have floor markings and guides for you to follow. We would ask that all customers bring their own face masks and respect the 2m distancing guidance. We have fresh garments to try on if required. Hourly cleaning of high frequency touch points and deep cleaning throughout our stores on a daily basis.

When should I shop for my school uniform?
As early as you can, please do not leave until August. These are unprecedented times and we have had to radically change our normal trading model to provide a safe environment for everyone. This will no doubt mean we will face challenges so please shop early to help us help you to make sure your child has uniform on their first day back at school.

Will my local store be open normal trading hours?
No, we will be flexing trading hours by site depending on many factors. Please visit our website for your local store's opening hours and which days are dedicated to appointments only, walk up's and click & collect collection times.

If I leave purchasing my uniform till the end of August will I be able to get into your shop and will there be a uniform left?
We strongly advise against this, there are so many uncertainties at this time, please help us to help you and shop early.