

# COVID-19 BACK TO SCHOOL

UPDATES

tylers

Made by us... For you

## Dear Customers

We are in the process of organising a summer of challenges unlike anything experienced before at Tylers. As always we are set up for the back to school period and have ordered stock to fulfil the needs of our customers. Currently there are no delays on stock deliveries from our suppliers, but if this changes you will be updated. Please can we ask that you try and order your child's uniform early and not wait until the end of August. This will help our staff with exchanges/returns. Listed below is guidance to how we intend to progress forwards. The Government guidelines are continually evolving, some of our procedures will change to keep in-line with the Governments advice.



### OPENING HOURS

Tylers will be open from **9am to 5pm Monday – Friday.**



### 1. SOCIAL DISTANCING

Nothing matters more to us than the health and well-being of our staff and customers. Under the Government's social distancing guidance of 2 meters it has become clear that Tylers is NOT internally set out to allow customers to enter our premises safely when we become as busy as we do in the summer months. From 1st June we will not reopen our retail area and will only be offering online orders with delivery using APC Couriers. If you are a local customer to our Welwyn Garden City premises we can offer collection once your order has been placed on line. We will give you a call once your order has been picked, when you are outside our premises, we will ask you to call the office and a staff member will put your order in a collection box in the outside front entrance to Tylers.



### 2. ON LINE ORDERING

All orders need to be placed online through our website **www.tylers-sportswear.co.uk**. We can dispatch orders to home or business address's or you can collect from our WGC premises in the opening hours. We are aware this raises challenges regards to sizing, so please use our experience of knowing our products, if you do need help with sizing please contact the office by phone or email. Exchanges will be only be given on un-personalised items but we do ask that if you are struggling with sizes that you contact us to try and minimise the process of exchanges. We will now be offering free delivery for all orders over £25.00.



### 3. SAFETY

As a family business, safety is off up most importance to us. All our staff will be regularly washing their hands and following social distancing measures within the offices, warehouse and embroidery room, gloves will be worn by all staff members when handling all clothing. All returns/exchanges will be steamed and left for 72 hours before restocking.

Tylers is a family business and has been established in Hertfordshire for 23 years supplying schools and sports clubs throughout the region. As parents of school age children we are greatly aware of the stress of buying school uniform in normal times, we are now in unprecedented times but we are here to help. Please contact us if you need help and try not to leave ordering until the end of August or the start of September. Please be assured that we are taking the Governments advice seriously and we will be doing our best to keep our service as high as usual in these challenging times.

Best Wishes

Sam and Sophie Tyler