

Dear Parent/Guardian,

## School Uniform for 2020

We have always provided a traditional and personal service, but due the Covid -19 Pandemic we are having to change how we do things this year.

To ensure the safety of our customers and the Dancers Team, we will be conforming with government guidelines by observing social distancing between customers and staff, limiting the number of customers in the store at any one time and providing hand sanitising stations amongst other measures. There will be Perspex screens on the counters, and we have invested in a "Ramsol" sanitising system.

We will be operating a one-way system with the entrance on Peckingham Street (opposite Post Office) and exit on to Hagley Street.

Unfortunately, as our fitting rooms will be closed, we will not be able to allow the trying on of clothes in store. Items purchased can be tried on at home and we will gladly accept returns and exchanges. All items returned will be subject to a strict quarantine/sanitisation process.

For your convenience we are operating an appointment only system for our Schoolwear Department, which will be particularly useful for those children starting a new school. Please email [dancersltd@gmail.com](mailto:dancersltd@gmail.com) for an appointment indicating which School so that we can be prepared.

For those children starting a new Primary or Secondary School, we will do all we can to help and advise you, but we would ask you to come prepared. It will be very helpful to have your child's measurements, or by measuring existing garments as a guide e.g. for trousers the waist and inside leg measurements and chest sizes for sweatshirts, pullovers, polos and blazers (a guide to measuring is included below). Sizes can be confirmed by sight when in the shop and will be exchanged if required.

We have a web site [www.dancersltd.co.uk](http://www.dancersltd.co.uk) which is currently being updated to include size guides and we would encourage all parents /guardians of existing pupils, wherever possible, to use this facility to save time in coming into the shop. For your convenience there is also a "Click and Collect" option on our web site. Following a text from us , items can be collected from the **ground floor** and can be returned or exchanged as necessary.

We want to make sure that our environment is safe for both yourselves and our team and to help in that regard we are implementing the following measures:

- Limiting the number of people in store to ensure Social Distancing
- Hand sanitising stations; all customers **must** use hand sanitiser on entering the shop.

- Protective screens around tills and counters
- Staff will be wearing cotton face masks/visor and gloves.
- Use of “Ramsol” Sanitising system, and regular wiping down of surfaces.
- As always, our Dancers team are here to help, but this will be at a safe distance.
- Following government guidelines our fitting rooms will be closed, but we will be happy to exchange items after trying on at home if they are the wrong size.
- The shop will be cleaned before, during and at the end of the day, including rails and door handles. Sorry, but our toilets will be closed to customers.
- We will be opening for longer hours as required for your convenience.

### **How you can help?**

To ensure the safety of our community we must work together! We kindly ask that you respect the following:

- The Dancers team will be wearing cotton face masks/visor and gloves for your safety, we politely ask that our customers wear a covering over the mouth and nose.
- Please maintain Social Distancing between staff and other customers and it will be the responsibility of the parent/guardian to ensure that children maintain Social Distancing.
- One parent / guardian and the one child being fitted for uniform, per appointment.
- If you or a member of your household have the following symptoms; a persistent cough, high temperature, loss of taste or sense of smell or other symptoms of Covid-19 please refrain from coming into the shop. If you have made an appointment please email us to cancel it and ensure that you have isolated for 14 days before rearranging an appointment.

We encourage you to come to the store as early as possible. As the weeks go by we will get increasingly busy and similarly our suppliers have warned of possible delays as the restocking process is taking longer with the current situation.

We look forward to welcoming you online or instore, but we are here to help in the meantime so please email us with any queries at [dancersltd@gmail.com](mailto:dancersltd@gmail.com)

Working together we will make the process efficient and safe for everyone,

Stay safe and well,

Dancers Team

## 2. Guide to Fitting School Uniform

We pride ourselves on our traditional customer service, where we would usually fit pupils through our own measurements in store. To ensure the safety of our customers and staff we are unable to provide such a personal service for the time being. To make the process as simple as possible, we have provided simple steps on how to measure your child in order to fit the uniform.

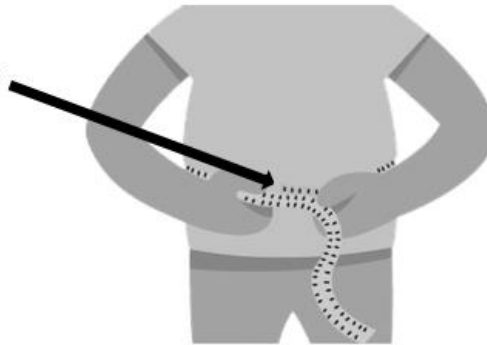
### Before you begin ...

#### Grab a tape measure



The tape measure will need to be in inches as the majority of our garments are measured in this unit.

#### Start at 0 inches



If you're taking a horizontal measurement, such as the waist measurement, position the end of the tape measure on the centre of the body and bring the rest of the tape around to meet it.

If you are taking a length measurement, such as the inside leg measurement, hold the end of the tape measure at the starting point and draw the rest of the tape along the body until you reach the stopping point.

#### The correct measurement

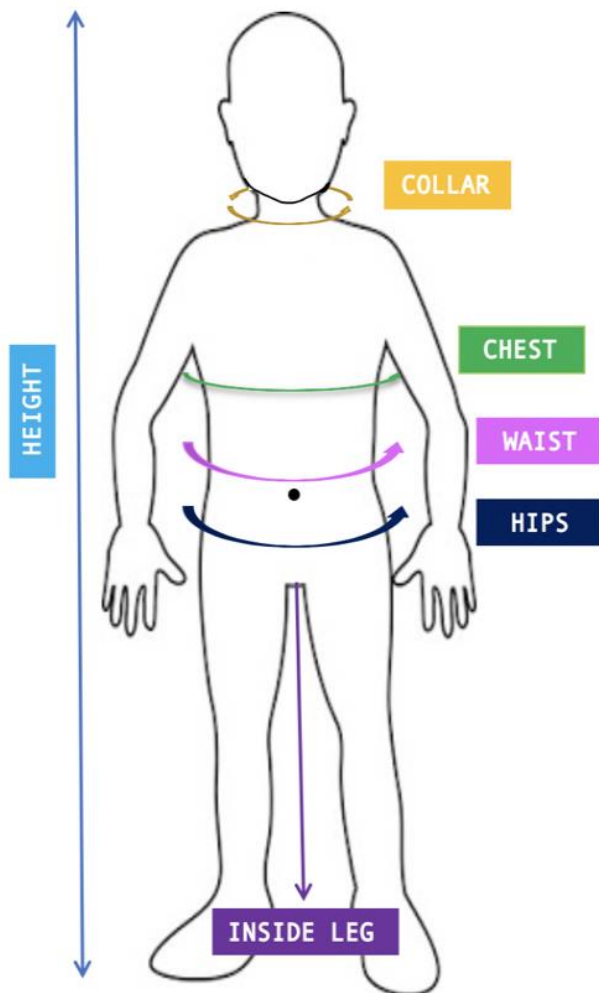


Pinch the tape measure at the correct spot and bring it to eye level.

Make a list to write down all the measurements.

If the measurement does not end on a complete number e.g. 33.3" then we recommend you round up to the next complete number e.g. 34" when selecting a size. Or sizing up for added growing room.

## Taking your child's measurements...



### COLLAR

Measure around the base of the neck where the collar sits. Put two fingers between the tape measure and their skin to ensure a more comfortable fit.

### HEIGHT

Measure from a level floor to the top of the head.

### CHEST

Measure from the chest at the fullest part, placing the tape measure under the arms.

### WAIST

Measure around the waist at the natural waistline (smallest part). This is usually just above the belly button.

### HIPS

Measure around the hips at the widest part.

### INSIDE LEG

Measure with shoes on from the crotch to where the trouser is normally worn.

### SKIRT LENGTH

Measure from under the belly button to the top of the knee to ensure the skirt is the correct length within the school policy.