



SHOTBOWL

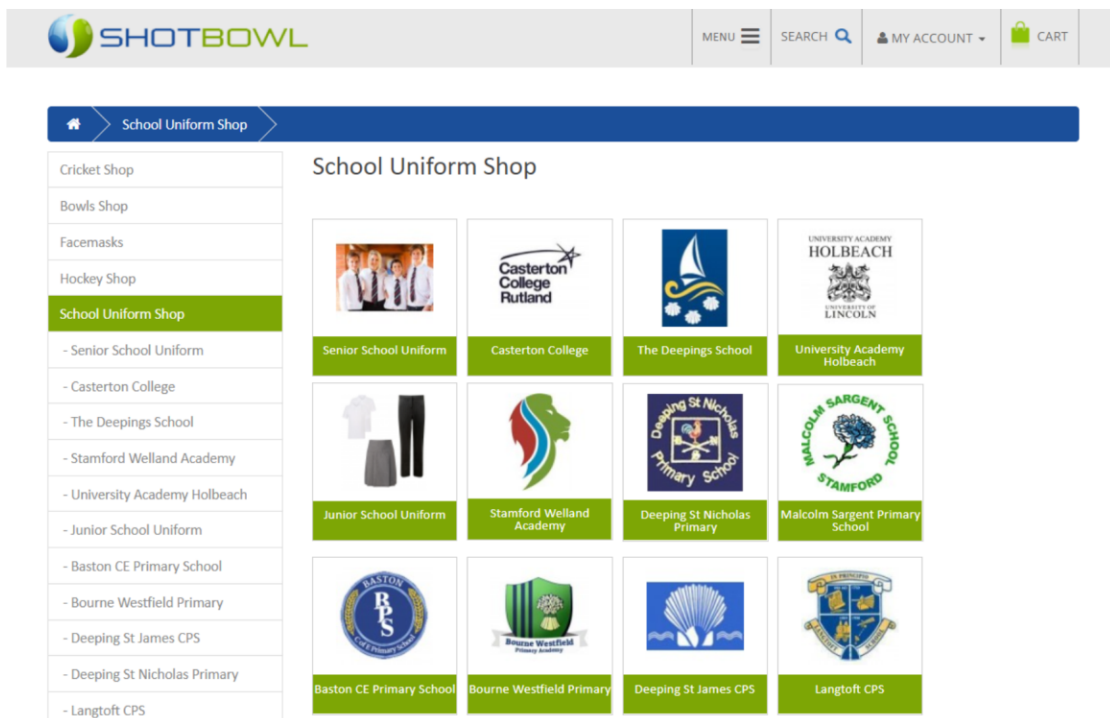
Dear Parents,

We hope you are all well and staying safe during these unprecedented times. We have been working hard behind the scenes to ensure we have all your uniform ready for the summer holidays. For those of you who have already experienced purchasing school uniform in the summer holidays, you are aware of how busy it can be. We have had to implement new procedures to ensure we conform to the government guidelines.

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

After carrying out our risk assessment we have decided to change our operation to **online only for the foreseeable future**. Due to the layout of our premises we feel it is not possible to create a safe environment for parents to shop in store and also for our staff to maintain safe distances. Our main concern is the handling of clothing by multiple customers which would then need to be quarantined for 72 hours.

The shop itself is currently closed and we will be opening our doors on the 14th July. Until then, we will continue to process online orders, and any click & collect orders can still be collected at our rear 'Goods in Entrance' at their allocated time slot.



Our secure online website gives every school their very own dedicated shop.

https://www.shotbowl.com/School_Uniform_Shop

You can visit the website at your own leisure and place orders for delivery or for click & collect in store. Due to the number of collections we expect to have over the summer we have invested in new software to create an online booking system for all Click & Collect orders.

Please be aware ALL orders must now be placed on our website for either collection via the booking system or via delivery. When the shop opens this is only as a counter service for collections or returns.

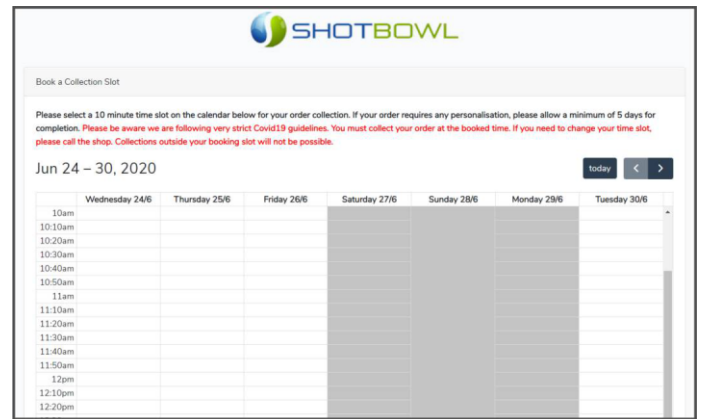
Please see below for details on how to use our new Click and Collect system.

Click & Collect

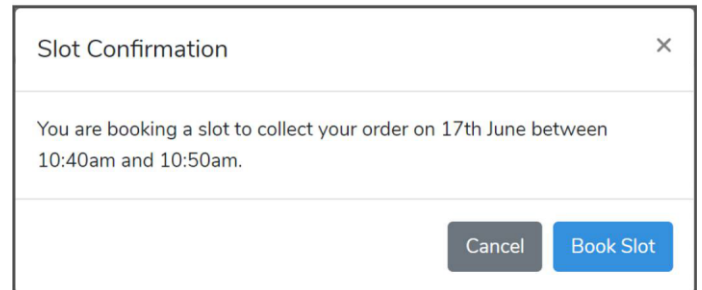
To place an order for Click & Collect simply follow the normal checkout procedure.

Once your order is confirmed you will be taken to our online booking calendar where you can choose a 10 minute slot to collect your order.

Confirm your selected Date & Time. Each time slot has a limit to the number of orders that can be assigned to it. Once this is full it will not be available.

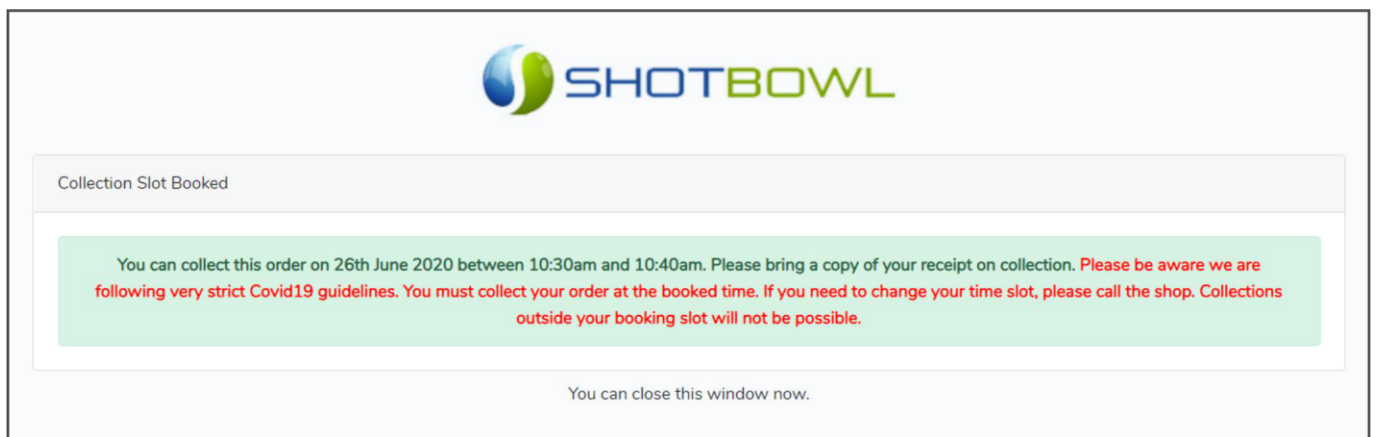


The screenshot shows the SHOTBOWL website's booking calendar. At the top, it says "Book a Collection Slot". Below this, there is a warning: "Please select a 10 minute time slot on the calendar below for your order collection. If your order requires any personalisation, please allow a minimum of 5 days for completion. Please be aware we are following very strict Covid19 guidelines. You must collect your order at the booked time. If you need to change your time slot, please call the shop. Collections outside your booking slot will not be possible." The calendar is for the period "Jun 24 - 30, 2020". The days shown are Wednesday 24/6, Thursday 25/6, Friday 26/6, Saturday 27/6, Sunday 28/6, Monday 29/6, and Tuesday 30/6. The time slots range from 10am to 12:20pm in 10-minute increments. The slots for Saturday, Sunday, and Monday are shaded grey, indicating they are unavailable.



The screenshot shows a "Slot Confirmation" dialog box. It contains the text: "You are booking a slot to collect your order on 17th June between 10:40am and 10:50am." At the bottom right, there are two buttons: "Cancel" and "Book Slot".

Your booking slot will then be confirmed and your slot confirmation will also be on your order receipt.



The screenshot shows a "Collection Slot Booked" confirmation message. It contains the text: "You can collect this order on 26th June 2020 between 10:30am and 10:40am. Please bring a copy of your receipt on collection. Please be aware we are following very strict Covid19 guidelines. You must collect your order at the booked time. If you need to change your time slot, please call the shop. Collections outside your booking slot will not be possible." At the bottom, it says "You can close this window now."

We look forward to seeing you when you come to collect your order.

There will be a very clear queuing system in place to maintain social distancing. We would ask you to come alone to collect your order if possible. Parents will be responsible to ensure that any children adhere to our collection policy and social distancing measures.

Please be aware we are following very strict Covid19 guidelines. You must collect your order at the booked time. If you need to change your time slot, please call the shop. Collections outside your booking slot will not be possible.

If you need to exchange an item, you will be required to place a second order for Click & Collect, and then bring the item you wish to return with you at your collection time for a refund.

If you would like to return an item for a refund and do not require an exchange, please call the shop to arrange a booking slot, or you can post the item back to us with our returns slip.

Please note we will not be able to process any additional sales over the counter.

Pupil Premium Families

We are still able to process pupil premium orders. Your school will email Shotbowl with your entitlement. Please speak to your school before they break up for the summer holidays with any queries. Then email Shotbowl at shop@shotbowl.com with the sizes for each product you are entitled to. We will then be in touch to arrange a collection slot.

We would like to thank everyone for their continued support and understanding. Please bear with us whilst our staff learn and implement new procedures to deal with the current situation during our busiest time of year. We appreciate your patience!

The Shotbowl Team.