

Dear Parents and Guardians

Firstly, I want to thank you all for your support of our business during this difficult time. I would like to assure you that the Directors together with our colleagues are here to support you and your families throughout this period and will do all that we can to make the purchasing of school uniform as easy and stress free for you as possible.

We are delighted that after a period of lockdown, our store is now re-opening on Monday the 15th June in line with Government guidelines. But please be aware that we will have to strictly limit the number of customers in store at any one time, in order to adhere to Government regulations on social distancing. We are very much looking forward to welcoming you back to our store in Fore Street, Exeter, but would ask that if at all possible you would consider ordering online at www.thomasmooretoymaster.co.uk and only subsequently visit to exchange or return items. This will greatly reduce the strain in store under the new Government regulations – please be aware that a queueing system will be in place.

This year has seen an unprecedented strain on the supply chain with many of our suppliers having been closed or working on a reduced capacity for the past few weeks. While we are not expecting shortages of uniform, there may be some delays in supplies reaching us and I would urge you to please shop as early as you can this year to ensure you get the items you require.

We have been really busy behind the scenes preparing for our re-opening and I would like to share with you the measures we have implemented in store so that both you and our colleagues can shop and work in a safe environment.

1. We have introduced strict social distancing measures and will have to limit the number of people in store at any one time. If you do decide to visit our store please consider the number of people you will be visiting with i.e. one child, one parent only. This will allow us to serve more customers in a timely manner.

2. This will mean we will be operating a strict queueing system for entry to the store so I would urge you to shop early for your uniform for the new school year and wherever possible only visit the store after first purchasing online.

3. We are extending our opening hours in store. For latest details on opening hours please visit our website www.thomasmooretoymaster.co.uk

4. We have introduced free deliveries on all internet orders over £75 and will have a collection point at our store on Fore Street so you will not need to enter the store for collections. If you are able to order online please do so as this will really help us in store as we are going to be stretched with the social distancing restrictions that we will be enforcing.

5. We are now operating a strict one-way system for entry and exit from the store, so please be prepared to exit from a different door to the usual one you arrive at.

6. We have closed some of our fitting rooms and will have controls in place regarding the trying on of uniform.

7. We have introduced counter mounted Sneeze guards on all tills, hand sanitisation points will be available throughout the store, a strict new cleaning regime has been introduced and all of our colleagues will be issued with PPE where required.

We very much look forward to your custom this year and aim to give you the high level of service we always strive to achieve. If you have any questions or concerns please email me at orders@thomasmooretoymaster.co.uk
Once again, I would like to extend our sincere thanks to you and your family for your continued support.

Kind regards

Stephen Alford