

Beam Sports & Schoolwear Ltd

26 Cambrian Road

Newport

S. Wales

NP20 4AB

June 2020

Dear Parent or Guardian

We trust that you well. The past few months have thrown up a whole host of new challenges to everybody in the way we have lead our lives. Going forward we are still going to be faced with a whole new world of apprehension and uncertainty. We would like to try to reassure you below in the steps that we have taken as a business to help with any issues and anxieties that you may have when it comes to purchasing your childs uniform.

To introduce ourselves to those of you as yet do not know us, we are one of the largest schoolwear suppliers in Newport having many years experience behind us when it comes to the annual back to school rush. We believe that wearing high quality uniform has many advantages and promotes a strong school identity which builds respect, as well as encouraging positive behavior.

We are already carrying high levels of stock, and we will endeavor to maintain good levels of stock throughout the back to school rush, so please do not panic!

We are led by the recommendations by the Welsh Government and providing that we are allowed to open as they have suggested, we will be opening again on Monday June 22nd. We will be following strict guidelines to ensure compliance with the 2m social distancing within the store. We will be limiting the number of customers in the store, overall and in any particular congestion area, for example doorways. Unfortunately, unless restrictions are lifted we are unable to offer any changing facilities at present, and we will be discouraging touching of the goods. Our staff have significant experience and knowledge in helping with sizing, and will be on hand to offer their advice and expertise.

We would like to encourage customers to shop with a maximum of 2 persons per household. However, we do appreciate that this is not always possible. If possible can we respectfully ask that you refrain from bringing prams and pushchairs at this time. Customers who are accompanied by children will be reminded that they are responsible for supervising them at all times and should follow social distancing guidelines.

We will be operating a one way route where possible, and staff will direct customers so that we can observe the guidelines at all times.

There will be a hand sanitiser as you enter the premises which everyone will be encouraged to use as you enter.

Any goods that get returned will be quarantined for up to 24 hours and then steamed before being put out for resale.

We would also request that where possible, bank cards and contactless payments are used to minimise the handling of cash.

We plan on running an appointments system which to start with will be on Sundays, and if the demand is there will be extended to additional days. During the busier times we will be staying open until 7pm which should help give flexibility to parents/carers in the busy time. We would encourage people to follow us on Facebook and Twitter and any information will be regularly updated there. If you would like to take advantage of an appointment then please contact the shop, and we will endeavor to arrange an appointment to suit. Our website is currently in the final stages of construction, which should be up and running by the beginning of July. If you prefer to shop through this means then this will be available at www.beamnewport.co.uk. Here you can also opt for buy and collect, which will have a fast track lane to collect items that you have ordered.

We trust that you will understand these measures that we have to put in place. As any easing of restrictions are lifted we will adapt to our measures as necessary.

Many thanks for your cooperation and understanding we very much look forward to meeting you. Until then have a good summer.

#STAYSAFE