

Customer Information – June 2020

- **SHOPPING at JW Sport's - We wish to ensure that you have the best shopping experience possible in these unusual times. All decisions have been taken because we want to ensure we look after our colleagues and our customers health and wellbeing, while meeting Covid-19 Government Guidelines.**

Please be **kind and patient** with our team members, they will be following new policies and protocols. Team members have had training but will need to adjust to the new ways of working.

Our request of you . . .

- **Please use the automatic hand sanitiser** provided on your left as you enter the store, as you may be handling goods.
- Respect the **2-metre social distancing (even when it is reduced to one metre as we'd prefer to air on the side of caution!)** and follow the one-way system and the markings on the floor.
- Minimise the contact with all stock items and only touch when necessary.
- **One person only – or one parent with one child.**
- Adults are responsible for supervising children at **ALL TIMES** and need to ensure they maintain social distancing.
- Please pay by card and avoid cash.
- School shopping? Then we suggest you have a list and measure your child's size in advance of your visit, or bring your child with you for sizing.
- Changing rooms will **NOT** be open, and clothing **CANNOT** be tried on over the head.
- Requiring footwear? Then please make this known to the JW Sports Team member managing the queue at the door, as space is limited in this area.

Also, we are ensuring . . .

- Regular cleaning of key touch points, staff are using hand sanitiser between each customer.
- Returned or exchanged items are being steamed and quarantined.
- Regular staff training and revised risk assessments when appropriate.

If you are either an elderly or vulnerable person, NHS Staff or Social Worker and wish to visit our store, then please contact a member on 01243 860266. You may be requested to produce suitable ID as we work to insure you get through as quickly as possible.

Appointments - Year 7 and New Intake

Call **01243 860266**

Please make an appointment for school uniform fitting only. We are restricting this service to Year 7's and Reception pupils or those with specific needs – if you wish to kit out a student with daywear and sportswear then please let the team member know when booking your appointment. We are advising pupils to wear suitable undergarments, such as cycle shorts, to enable your child to try skirts or trousers on. This will take place on the shop floor and you do so at your own risk. As we have limited time for each appointment, it would be very helpful if you could come with a list of items you require, and measurements of your child if they are not with you. (Please see our guide below)

Click and Collect>Returns/Exchange

When ordering on-line you will be given the chance to book a collection time. This will be 72 hours after placing the order to allow for goods to be quarantined. Please notify the team member at the door that you are there for click and collect or returns, so you can be placed into the appropriate queue.

We urge you to avoid the last-minute rush which we always have at the end of August and purchase your uniform as soon as possible please. Should your child have a growth spurt after you have bought items, **we are always happy to exchange without a receipt after 28 days, as long as the item has NOT been worn and the price label is still attached.**

Size Guides – How to take your child’s measurements for their school uniform

Knowing the right size school uniform for your child feels like it should be an easy task, but it is often rife with issues. The right fit helps your child feel comfortable and look smart, and can even save you money in the long run, as you are not investing in clothing that turns out to be ill-fitting and awkward.

One easy way for you to ensure you are choosing the correct school uniform size for your child, is by having their body measurements to hand when you visit your school uniform shop or when ordering online.

There are five important measurements you will need: waist, chest, leg, height, and collar. All of them are easy to take using our guides below. Please use a flexible tape-measure if you can.

Waist

Your child’s waist measurement is needed for buying trousers and skirts, or any garment for the lower half of their body (including sportswear). Even if the garment is designed to sit on their hips – or they decide to wear it there – the waist measurement is what you should base your size selection on.

Measure your child’s waist by finding the narrowest part of their torso; this is normally a couple of inches above their hip bone and often, but not always, in line with the bellybutton. If your child has no natural narrower part to their torso, take their waist measurement from about halfway between the bottom of their rib cage and the top of their hip bone. Pull the tape measure so it is snug but not tight against their waist and make sure they are not holding their

breath! You do not need to add anything to the measurement for comfort as good quality school uniform will be designed with a little bit of 'ease' included.

Chest

The chest measurement of your child is needed for buying blouses, polo shirts, school jumpers, sweatshirts and blazers. Boys' shirts are categorised by collar size, but it is useful to have your child's chest measurement on hand just in case.

To take your child's chest measurement, measure around the fullest part of their chest. For younger children, place the tape measure a few inches below their armpit and measure their chest there. For older children, particularly girls, the fullest part of their chest might be a little lower. Your child will be able to tell you what feels comfortable to them. Be sure not to pull the tape measure too tight as this can lead to buying shirts or blouses which are too small and strain at the buttons.

Leg

Your child's leg measurement is not necessarily their whole leg, but their inside leg for trousers. It is used to buy trousers and to choose between short, regular, or long length in these items.

To take the inside leg measurement, ask your child to put on their school shoes and stand naturally. Run the tape measure down their inner leg, from their crotch to an inch or so above the ground where you would like their trouser to finish. Try to ensure the tape measure is in a straight line, not wrapping around the leg, and do not pull too tight or they will end up with too-short, uncomfortable trousers.

To take your child's skirt measurement, it is easier if they wear an existing skirt or other skirt that they like the length of. Measure from their natural waist down to the hem of the skirt, ensuring the tape measure is in a straight line. You should also check their school's requirements for skirt length to make sure any item you buy adheres to the regulations.

Height

Height is perhaps the measurement of your child you are most used to taking and the method is very simple. Ask your child to stand against a wall in bare feet or socks, with their feet flat on the floor and the back of their heels against

the wall. Ask them to look straight ahead and then rest a pencil on the top of their head, make a light pencil mark against the wall. Once they have stepped away from the wall, measure their height from the mark on the wall down to the floor, keeping the tape measure straight.

The height measurement is one which you can base many of your school uniform purchases on. If you are shopping in a hurry, focus on the height guidelines – this will help you buy a size which is more likely to fit your child, whatever their age.

Collar

The final useful measurement to take for your child's school uniform is their collar measurement. Mostly, it is only boys' shirts which are sold by collar size, just as it is with men's shirts.

Depending on your child's school, you may not need to buy a formal shirt – polo shirts are sold by chest size or age rather than collar – so check the school's requirements first.

To measure their collar, wrap the tape measure gently around the base of their neck. Put two fingers between the tape measure and their skin while you do this: this will ensure a more comfortable fit. Choose boys' school shirts based on this measurement but do also check the chest measurement of the garment as well to make sure these two areas both fit. It's better to have a comfortable fitted chest and a slightly looser collar, than a well-fitted collar and a chest that is straining at the seams.

Many thanks for your co-operation, we shall do our best to help you during this challenging time, If you have any queries please call us on **01243 860266 or contact us via our Facebook page or email jwsports@hotmail.com**

DON'T FORGET . . . we are open 7 days a week!

Mon-Sat 9-5.30pm and Sundays too!! 10-4.00pm

We look forward to seeing you instore soon!

