



Your local school uniform supplier

55 High St, Bognor Regis, PO211RX

Information for parents & carers - school uniform purchases

Dear parents and carers,

A very warm welcome to those of you whom have children starting Ormiston Six Villages Academy in September, we look forward to being of service to you. To those of you that know us and need top-ups, we look forward to assisting you again soon.

We're a family business that strives to give you quality customer service in a friendly, relaxed, clean and Covid safe environment.

We hope the following information helps provide you with a seamless transition.

[Our changing rooms are now open, clothing can be tried on in store.](#)

Whilst we appreciate your child will grow over the summer period, we encourage parents and carers to purchase uniform in plenty of time. If you leave your child's uniform purchases till the latter stages of August and beginning of September, we cannot guarantee the fulfilment of your requirements. **This is particularly important if you are requiring very large or small sized items.**

***COVID SAFETY PROTOCOL**

The safety of our valued staff and customers is of utmost priority to us and due to the popularity of our procedures last year we shall be continuing in the same vein.

We shall be restricting numbers to 16 customers in store at all times, if possible, we request only one parent and one child from one family at any one time please. This will keep numbers in store to a minimum and help us to maintain a Covid safe environment.

We have a strict policy of wearing facemasks instore unless medically exempt (we kindly request that you wear a lanyard or similar in this instance providing clarity to avoid confusion.)

Children under the age of 11 are not required to wear a facemask, however we encourage everyone visiting the store to wear one and appreciate your co-operation with this.

On entering the store, please use the sanitiser at the entrance of the store on the left and observe the one-way system where possible, please respect social distancing measures and customer's space.

We kindly ask parents and carers to discourage children from handling items such as footballs unnecessarily.

Please be always respectful to staff; we appreciate your patience and understanding during these busy and challenging times!

***Please be aware that our protocol measures may be subject to change at short notice in accordance with government guidelines.**

EXCHANGES & REFUNDS

We advise buying items allowing for growth spurts, we are always happy to exchange new UNWORN items (with labels attached) **after** the normal statutory 28 days return policy, if you've lost your receipt and the labels are still attached then please don't worry we'll happily exchange or refund the item for you.

Please note items cannot be returned or exchanged once they have been initialled/personalised.

Personalisation/initialling may take up to a week for printing/embroidery to be completed during our busy back to school period. (The cost of printing initials is £1.50 per set: max 3 initials)

Our changing rooms are now open, clothing can be tried on in store. Please hand any items that have been tried on to a member of staff, to be quarantined for a period of time.

Our changing rooms will be busy, it may be helpful for your child to wear shorts suitable for trying on items, on the shop floor.

BLOUSES AND SHIRTS

We hold a full-size range of samples of quality BANNER girl's blouses and boy's shirts in-store, they are situated at the rear of the store on the right-hand side. We are unable to re-sell damaged packets of shirts/blouses, therefore, we kindly request that you ask for help if purchasing online or instore and need help with size required.

A GREAT RANGE OF SCHOOL SHORTS & TROUSERS

We stock a wide range of black trousers including sturdy, standard and slim fit, in both junior and senior sizes, in various lengths to cater for all, (and also shorts for primary school children.) If you can't find the size you require please ask a member of staff to check our stockroom, if we don't have the item in stock we will place an order for you.

SCHOOL TIES

School ties are stored behind the till area in store – please ask a member of staff to help you.

ORDERING ONLINE - NEW WEBSITE COMING SOON!

Our current website is currently being revamped; we aim to have it live by mid June, it will have a more modern appearance, so please don't be concerned that you've clicked on the wrong website!

We hope the new website will give you a better online shopping experience, we'd very much appreciate your feedback, please feel free to get in touch, we usually reply very promptly to our Facebook messages and queries.

<https://www.facebook.com/JWSportsLtd>

CHOOSING YOUR DELIVERY OPTION

Please note: If you're using our current website (live till approx. mid June) and you've chosen 'collect from store' as your delivery option you may need to click on the grey tab 'change shipping' otherwise your choice will revert to charging you for postage. *When ordering shirts and blouses please be aware that we are unable to refund packets that have been opened and damaged, please get in touch if you need help with sizing – we have samples in store to help you with this and we aim to reply promptly to FB messages.

OPENING HOURS AND APPOINTMENT BOOKING

[Good news! Open 7 days a week...](#)

Mon to Sat 9am - 5.30pm Sunday 10am - 4pm

We have half hourly booking slots for those of you that would like to book an appointment. Please call us/send an email/send a FB message to book your slot.

ON ARRIVAL

Please inform a member of staff at the door if you have an appointment booked, (to avoid waiting in a queue.)

Kindly inform us if you need to change your appointment so the booking can be used for another parent/carer.

PARKING

Paid parking is available at the rear of the store in

Belmont St, PO21 1J, or nearby at The Regis Centre, PO21 1BL

We also stock the very popular 2-hour parking discs at the cost of £2 for the year, available for use in some (not all) car parks nearby.

<https://www.brbid.org/post/two-hour-car-parking-discs-for-2021-on-sale-next-week>

To avoid parking fines, we encourage you to avoid parking in loading bays nearby - they are for loading and unloading deliveries only!

NEED HELP?

We are here to help you so please do not hesitate to get in touch if you require assistance. If you or your child needs extra support and understanding due to Covid anxiety or similar, please get in touch so we can chat with you about your visit and put your mind at rest about our procedures.

Tel: 01243 860266

Email: jwsports@hotmail.com

Facebook [\(Click here\)](#)

(often available after 5.30pm, we work till late during our busy back to school period)

Continued...

And last but not least, as a 'small, local' family business we very much appreciate your custom.

We wish you all well and a very happy summer season, with lots of great weather! Let's hope the sun shines!

With warm regards,

Jon, Adele & all the team @ JW Sports.



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