



Your local school uniform supplier

55 High St, Bognor Regis, PO211RX

## Important Information for parents & carers: school uniform purchases.

**W celu uzyskania informacji w języku polskim proszę zejść na dół strony.**

Dear parents and carers,

A very warm welcome to those of you whom have children starting school in September, we look forward to being of service to you. To those of you that have purchased from us in the past, and need top-ups, we look forward to assisting you again soon.

We are a Bognor Regis based, family business which 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. We do, however, recommend your child wear thin shorts suitable for trying on items in case our changing rooms are busy.](#)

Whilst we appreciate your child will grow over the summer period, we encourage parents and carers to purchase uniform in plenty of time, for back to school. 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.**

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## **\*COVID SAFETY PROTOCOL**

The safety of our valued staff and customers is of utmost priority to us.

**IMPORTANT: Please do not visit our store if you have any symptoms, unless you have received a negative PCR test, (not a flow test, it must be a PCR test.)**

Despite the government relaxing of rules on the 21st of July we shall be continuing with the same procedures as last year, we feel it is far better to be safe than sorry! And after such tumultuous times lately, we are also striving hard to keep our business open.

We shall be restricting numbers to 16 customers in store at all times.

When possible, we request only one parent and one child per visit, please.

This will keep numbers in store to a minimum and help us to maintain a Covid safe environment.

**To help protect each other we shall continue throughout the summer, to uphold a strict policy of wearing facemasks in store, unless medically exempt.**

**We kindly request that if you are exempt, that you wear a lanyard or similar, providing clarity, thank you.**

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

On entering the store, please use the sanitiser on the left (or your own) and observe the one-way system where possible, please respect the space of staff members and other customers.

Please pass any items that have been tried on to a member of staff, to be quarantined for a period of time.

Items bought online from our website and returned, will also be quarantined for a period of time.

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

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**Disrespectful behaviour towards staff (or other customers) will not be tolerated; 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 usually advise buying items allowing for growth spurts, we are happy to exchange **new unworn items** (with labels attached) **after** the normal statutory 28 days return policy, if you have lost your receipt and the labels are still attached then please do not worry, we will happily exchange/refund the item for you, up to 3 months after purchase.

## **PERSONALISATION**

**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 £2 per set: max 3 initials)

## **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, SKIRTS & PINAFORES.

We stock a wide range of black and grey trousers including sturdy, standard and slim fit, in both junior and senior sizes, in various lengths to cater for all, (and shorts for primary school children.) Also skirts and pinafore dresses.

If you cannot find the size you require in-store, 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. (please allow 7 working days for items which have been ordered.)

## SCHOOL TIES

School ties are stored behind the till area in store - please ask a member of staff for the ties you need.

## ORDERING ONLINE: NEW WEBSITE!

We hope our new website will provide you with a much-improved online shopping experience. Please feel free to get in touch with your feedback. If our land line is busy, we usually reply very promptly to our Facebook messages and queries.

New website: <https://jwsports.co.uk/>

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

## DELIVERY OPTIONS

There is a choice of 1<sup>st</sup> or 2<sup>nd</sup> class 'signed for' delivery on our website, and 'Collect from Store' which is free of charge. If you have chosen the latter option, please allow 2/3 days to receive a call/text or email from us to inform you that your order is ready to collect.

**PLEASE NOTE; When ordering shirts and blouses online;** 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 and aim to reply promptly to Facebook queries and emails.

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## **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, these are available till and inc the 10<sup>th</sup> August for senior and secondary pupils only. Please call us/send an email/send a FB message to book.

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

## **ON ARRIVAL**

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

## **PARKING**

Paid parking at reasonable cost 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 being issues with parking fines, we encourage you to avoid parking in loading bays nearby - they are for loading and unloading deliveries only!**

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# COVID CONCERNS: NEED HELP?

We are here to help you, our staff members always aims to be as accommodating as possible with our customers, especially during these challenging times!

We're a friendly team and helping you with kindness and respect is a priority to us. If you or your child need extra support and understanding, due to Covid anxiety or similar, please get in touch so we can take time to chat with you about your visit and help put you at ease.

**Email:** [jwsports@hotmail.com](mailto:jwsports@hotmail.com)

Follow us on Facebook to receive updates and/or send us a message....

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

**We are usually available for queries after 5.30pm, we work till late during our busy back to school period. Please feel free to get in touch.**

And last, but not least, as a local independent family business we thank you for your custom.

We wish you all well & a very happy summer season, with great weather, we hope the sun shines for you!

With warm regards, Jonathan, Adele & all the team @ JW Sports.



# **Ważne Informacje Na Temat Zakupy Szkolnego Mundurku w JW Sports.**

**Proszę nie odwiedzać naszego sklepu jeśli masz objawy covid ,nawet jeśli twój test PCR jest negatywny.**

**Drodzy rodzice i opiekunowie,**

**Bezpieczeństwo naszych pracowników, naszych rodzin oraz klientów jest dla nas najważniejsze.**

**Uprzejmie prosimy, aby zakładać maseczki w naszym sklepie oraz używać płynu dezynfekującego do rąk , który znajduje się po lewej stronie przy wejściu. Proszę zachowywać dystans społeczny do pracowników jak i klientów.**

**Nasze przebieralnie są już otwarte i można z nich skorzystać aby przymierzyć odpowiedni rozmiar. Prosimy aby każdą przymierzaną rzecz przekazać pracownikowi naszego sklepu aby ta z kolei była odpowiednio poddana kwarantannie.**

**Wprowadzamy limit klientów odwiedzających nasz sklep w jednym czasie do 16 osób.**

**Prosimy unikać przychodzenia do sklepu cała rodzina, jeśli to możliwe to prosimy jeden rodzic i dziecko.**

**Jeśli potrzebujecie Państwo pomocy lub nie możecie znaleźć odpowiedniego rozmiaru proszę poprosić o pomoc jednego z pracowników poszukiwany przez Państwa produkt jest wyprzedany, proszę sklepu, mamy również zapas na zapleczu. Jeżeli podać nam Państwa dane a my zamówimy to dla Was. Realizacja zamówienia może trwać do 7 dni.**

**UWAGA: Umawianie na mierzenie Mundurku szkolnego dla uczniów szkół średnich/ponadpodstawowych jest dostępne do 10 tego Sierpnia.**

**Prosimy umawiać się:**

**Tel 01243 860266**

**Email: [jwsports@hotmail.com](mailto:jwsports@hotmail.com)**

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

**WAZNE! Prosimy nie odkładać zakupu mundurku szkolnego na ostatnią chwilę, gdyż nie będziemy mogli zagwarantować Państwu, że będziemy mieć na stanie rzecz, która będziecie potrzebować dla Waszego dziecka we Wrześniu.**

**Nasz sklep jest czynny 7 dni w tygodniu oraz mamy naszą nową stronę internetową, jeśli chcielibyście zamówić rzeczy przez internet.**

**<https://jwsports.co.uk/>**

**Dziękujemy za Waszą cierpliwość w tym bardzo napiętym czasie.**

**Czekamy aby zaoferować Państwu nasze usługi.**

**Jonathan Woosley & cały zespół JW Sports**