



Dear Parents and Guardians,

Please read the following guidance around school uniform, how to make your necessary purchases in preparation for back to school and the measures being implemented by No Limitz to facilitate this both safely and practically.

For back to school 2020, it has been agreed that the provision of the uniform and fitting appointments will be facilitated out of No Limitz, (25 Shuttleworth Road, Bedford, MK41 0HS) rather than through the shop on site at Bedford School. The main reason for this is safety as we will be able to operate social distancing more effectively as well as minimising risk in other areas. We will also be able to accommodate more appointments through No Limitz as we will be open all summer from 1 June onwards. There will be a provision for uniform appointments at the school specifically for overseas boarders arriving from 29 August onwards. Please check the [school shop website](#) regularly for updates as we will be updating our arrangements in line with the Government and Bedford School's guidance as it becomes more certain.

No Limitz will adhere to Government guidance around social distancing as far as possible to minimise risk and keep both customers and staff safe. They will be implementing the following measures:

In Store

- Customers will be greeted, checked in for appointments where appropriate, and/or advised if they are able to browse. Browsing will be subject to the number of customers we have in store at any one time. In the event that we are at capacity, we will have to operate a one in, one out basis. Please be patient, and we will do our best to make sure we safely serve as many customers as possible.
- Customers must maintain at least a two-metre space from other customers at all times. There will be posters reminding customers of this and markers on the floor in high traffic areas.
- Sneeze screens will be erected at till points.
- Staff will be wearing appropriate PPE, and there will be hand sanitiser available at various locations in store.
- Routine cleaning and disinfection of all regular touch points will be carried out.
- Changing rooms will be available for school uniform customers, but please minimise the number of garments you try on. Please ask a member of staff for advice. Items tried on and not purchased will be steamed and quarantined before being returned to the shop floor.

Appointments

All customers requiring more than three different items will need to make an appointment via our online booking system. There are a range of different appointment lengths catering for individual needs, and we will be running appointments from 10.00am to 6.00pm, Monday-Saturday from 1 June through to back to school. They are kindly asking that all appointments are booked by 30 June to enable us to allocate and provide adequate resource. To make an appointment, please click [here](#).

Returns & Exchanges

No Limitz are extending the terms of their returns policy to 90 days and revising the exchange process to further assist in operating safely. Exchanges will be pre-arranged with No Limitz (by email or phone) and processed via the click and collect entrance. These measures are designed to help relieve the fear

of shopping early and buying an incorrect size. Please ask for further details in store at the time of your appointment.

Online Ordering

For small top-up orders, where customers are confident with sizing, you are strongly encouraged to order online. Orders placed online can either be delivered to your home or ordered for click and collect in store where they will have a dedicated door/desk for collections. To visit the school shop online, please click [here](#).

Customer Numbers

To assist in maintaining social distancing and to maximise the number of customers they can serve at any one time, No Limitz are strongly advising that only one adult should attend, and where possible to only bring the child requiring uniform. Parents must be responsible for their children at all times and ensure they are adhering to social distancing.

Know your child

Unfortunately, their staff will not be able to assist with the measuring of your child to help with the selection of appropriate sizing. If you have an appointment, a member of staff will be on hand and able to offer guidance whilst maintaining a safe distance as much as possible. Please prepare for your appointment by measuring your child before attending. This will help to reduce unnecessary trying on of clothes, save time and make the process safer and more efficient. **All measurements should be in inches, and a guide on how to measure can be viewed [here](#).** The key measurements to know will be:

- Waist
- Inside leg
- Collar/Neck
- Chest
- Shoe Size

More than uniform

No Limitz would like to remind customers that they offer much more than just the essential school uniform you require, and in doing so can help you minimise your travel and unnecessary exposure. They can help you with all your sports requirements, including trainers, rugby boots, hockey shoes, sticks etc. but also school shoes, bags, labels and stationery. They believe you should be able to get everything you require for the start of school in one appointment.

Contactless Payment

Please consider setting up a contactless payment method such as 'Apple Pay' if you have not already done so. Chip and pin machines will be wiped down after each use, but contactless payment helps reduce risk further.

Labelling

Regrettably, this year we have had to take the decision to withdraw this service due to the complexities of safe working practices in light of Covid-19. We apologise for any inconvenience this may cause. No Limitz have liaised with [Zip Yard](#) in Bedford, and they are intending to reopen on 1 June and have assured them that they will be able to safely take and process all labelling orders.

Finally, we would like to take this opportunity to thank you in advance for your patience and co-operation with what is going to be a very *different* back to school season. We hope you have a good summer, remain safe, and we look forward to seeing you soon.

Kind regards,

Richard Midgley
Registrar