

# CHRISTMAS AND 2021 OPENING UPDATE

Like all retail businesses, we have faced an extremely challenging 2020 and as such have reviewed our opening hours with a view to making a change for the upcoming seasonal break and into 2021. Our store and warehouse teams have worked tirelessly over the summer and autumn, in very difficult circumstances, with many unable to take their scheduled holidays. This we need to rectify.

We are approaching the quietest time of the year for our business due to the seasonality of our trade and as such have made the decision to have an extended shut down over the holiday period. We have also taken the opportunity to assess the trading pattern of our business into the new year and will be closing our stores each week on a Wednesday for the early part of 2021.

## EARLY CHRISTMAS STORE SHUTDOWN

Due to the very limited shopping in our stores, in both the approach to Christmas and over the new year period, all our stores will be closed between:

**MONDAY 14th DECEMBER 2020 – FRIDAY 1st JANUARY 2021.**

We will re-open on **SATURDAY 2nd JANUARY 2021.**

During this extended break customers will still be able to shop online, and orders will still be processed by our warehouse team. Delivery times may be affected by the expected general increased use of both the postal and courier services.

Our 120 day returns policy remains in place for the majority of items we sell, so you if your child has a growth spurt over the Christmas break you can exchange items easily later on.

## A MORE EFFICIENT WORKING WEEK

Having analysed our staffing numbers during non-peak periods, we know that we generally have limited members of the team on the sales floor within our current 6 day a week opening. The need to schedule each member of staff's day off on low staffing numbers in each shop means there are less of our team around to serve customers, every day.

So, from **MONDAY 4th JANUARY** we will close all our English stores on Wednesday every week. This will enable all staff to have the same day off, resulting in better all-round service on the remaining 5 days we will trade in each location. We will return to 6 days trading in the months June - September 2021.

## ENSURING STABILITY

We believe that in these continued difficult times, these are small changes that will provide increased stability and still deliver the high level of customer service that our history and reputation demands.

## FURTHER INFORMATION:

E: [customerservices@stevensons.co.uk](mailto:customerservices@stevensons.co.uk)

T: (0) 1727 815700 (9.00am - 5.30pm Mon - Sat. For Bank Holiday opening times, check our website)

W: [www.stevensons.co.uk](http://www.stevensons.co.uk)

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