Bradley Stoke Community School

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BSCS/24-041

5th November 2024

Dear Parents and Carers,

Relocation of Monkhouse Shop, Stoke Gifford

We have recently been advised by Monkhouse, our uniform suppliers, that they are in the process of relocating their Stoke Gifford store to Kingswood. They explain the decision for the move being location-centred:

> *'It was always our objective to provide customers with a great shopping experience, and we did so by further investing in a fit-for-purpose retail store like Stoke Gifford. However, we quickly learnt that the location wasn't suitable for all parents.'*

As a result, the current Monkhouse shop on Simmonds View, Stoke Gifford will be closing later this month. We have been provided with the following details for orders and collections of BSCS uniform in the imminent and longer term:

> '**We will be moving from Stoke Gifford on 14th November 2024 and anticipate being fully operational by 1st February 2025 in Kingswood.** This town is well positioned for our customer base and catchment area, the store has great public transport links and is most likely to be a location used for other retail and recreational purposes.
>
> While our expert teams work on getting the new store fitted to a high standard, there will likely be a disruption to services in-store. To ensure you remain supported throughout the move, we've put the following measures in place:
> - Click and collect will be available from the existing Stoke Gifford store from 4th November until 14th of November.
> - Free home delivery on all orders placed after 2nd November until the new store opening date. **Free delivery code: - FREEDELSTOKEG**
> - There will be an extended returns period for all online orders of 60 days.
> - You can get our expert advice and fittings in our Bedminster store.

Please do let us know if you have any further queries. We realise this change may be inconvenient for some families, but please do feedback to both Monkhouse and us so we can include any parent feedback in our future discussions and plans with the company. After some difficulties with stock a year ago, we have been assured that the service this year has been more timely and there are plans underway to improve and develop the website's useability.

Kind regards,

A William-Jones

Mrs Andrea William-Jones
Assistant Headteacher: Behaviour and Attitudes