

## **Walsall FC Club Shop Covid-19 Policy**

- 1.** All items available in the club shop are listed via the club shop online portal – customers are advised to shop remotely if at all possible
- 2.** A maximum of 4 people will be permitted in the club shop at any one time with customers' temperature taken prior to entry. If the temperature reading is in excess of 37.8°C, the customer will not be admitted into the shop
- 3.** Customers will be using the same entrance and exit when entering/leaving the club shop and are asked to 'give way' to those exiting the shop
- 4.** The entrance/exit will be managed by a member of club shop staff as required
- 5.** Customers are to adhere to social distance guidance at all times when queuing and whilst in the shop – ideally a minimum of 2 metres between customers
- 6.** There is clear signage inside and outside the club shop to direct customer 'traffic'
- 7.** From the 24<sup>th</sup> July, as per government guidelines, customers are advised to wear a face mask. Failure to do so could result in non-admittance to the shop
- 8.** There will be hand sanitizer and single-use gloves available for customer use upon entering the shop
- 9.** One-way 'traffic flow' around the shop with customers permitted 1 'lap' during busy periods and/or at the discretion of the club shop staff
- 10.** There will be no opportunity for trying on clothing in the shop
- 11.** Customers are asked to only touch what they intend to buy wherever possible
- 12.** Customers are advised to purchase using a contactless card (spending limit is £45), debit or credit card wherever possible
- 13.** The Walsall FC Club Shop standard returns policy is still valid during this time (refer to the 'Returns' page on the club shop website). No refunds are possible on personalised items
- 14.** Items returned will be unavailable for re-sale for 72 hours after receipt
- 15.** Key contact items / areas in the shop will be sanitized throughout opening hours
- 16.** The club shop will be cleaned after closure each day
- 17.** If you or any of your immediate family or social 'bubble' show any symptoms associated with Covid-19, please do not come to the club shop at this time

