



The Derby Runner's Policy for minimising Risk Associated with Covid-19 in and around our Store.

In accordance with the most recent government guidelines, this policy sets-out the steps taken to minimise, as far as reasonably possible, the transmission of the CoVid 19 virus. The focus is the health and safety of The Derby Runner staff and customers.

Having a clean shop, with good hygiene practices is key. In addition to the steps set out below; The store will be cleaned thoroughly at the end of each working day.

At the centre of this policy will be the necessity for customers and staff alike to adhere to social distancing guidelines, by staying at least 2 meters apart at all times.

Initially, no more than three customers in the store at any one time. Only customers shopping alone will be allowed in the shop. Exceptions will only be made by prior agreement and only when those 'extra individuals' are from the same household (Shoe fitting for young children, for example).

Our free delivery service will continue for customers who live within a reasonable "catchment area" Advice and ordering of products can be carried out via any of the following: Telephone, email, Facebook, Instagram or Twitter.

Our opening hours will be extended, to ensure that customers are given every chance to shop with us without the need to queue. These extended hours will include Sunday opening for a limited time and be as follows:

Monday – Friday:	10am – 7pm
Saturday:	9am – 6pm
Sunday:	10am – 3pm

This policy will be reviewed regularly.

The Derby Runner is a relatively large store, making social distancing easier than some smaller stores. However, the shop will still be required to be marked out, with designated areas for customers to sit, test shoes and pay, as well as areas for staff to serve, take payment and access the stock rooms. On arrival, please wait at the door until you are shown to your seat in an 'empty zone'.

Our staff:

Unless official Government guidance changes, all our staff will be given the choice to wear face-masks, but it will not be compulsory.

In addition to staff washing their hands regularly, hand sanitiser will be provided at various points around the shop, including in our stock rooms and other staff-only areas.

Our equipment and stock:

Customer seating areas will be disinfected between customers.

Treadmill will be thoroughly disinfected between customers.

Card payment terminals, till and counter-top will be thoroughly disinfected between customers.

Gait analysis will be carried out with staff using software on their own personal tablets or phones, customers will not be allowed to touch these.

Our customers:

A maximum of three customers will be granted access to the shop at any one time.

Please do not bring family or friends in with you. Double appointments can be made available, but please contact us before arrival to arrange this.

It will be possible to book an appointment of either 45 minutes or 15 minutes in length. In the event of more than three customers wishing to enter the store during the same period, Customers who have booked appointments will be given priority over those who have not. Appointments can be made via our Facebook Page, using the "Book Now" option. Alternatively, call us on 01332 280048 or message us on social media to book.

In the event of three customers being in the shop, additional customers will be asked to wait until another customer leaves. We will have a gazebo set up for anyone who wishes to wait outside.

Customers will be asked to clean their hands with sanitiser before entering the shop.

Subject to current government guidelines, we may ask customers to wear masks when shopping in store.

All shoes that are tried on will be disinfected with an appropriate product, between customers.

Please bring your own clean socks to try the shoes on with. Anyone who doesn't, will be encouraged to purchase a new pair of socks before shoes are tried on!

Changing rooms will be closed and clothes will not be allowed to be tried on when visiting. Clothes may be purchased of course, but returns can only be accepted if still in original condition, unworn, with tags attached. Any returned clothes will be 'quarantined' for 48 hours, before being put back on sale.

Other things to note:

Common sense and courtesy is key.

We are implementing these plans, based on government guidelines. This is essential for us as a small business if we want to continue to be allowed to trade.

We are still happy to take orders and give advice via phone, email and social media. We are offering free delivery on any orders over £50. In many cases, we can deliver next day, or even same day if we have the item in stock and the delivery address is within a certain distance of the shop.