

Serenity Designs - Covid-19 FAQ

After a period of forced closure, Serenity Designs are planning for Covid-19 safe reopening on 15th June 2020. The safety of our customers and our staff is critical to us at a time of uncertainty and worry so we wanted to let you know what we're doing and the new measures in place:

- We're introducing floor signage to maintain social distancing of two metres between customers and staff. Please respect your distance from others at all times.
- Limiting the number of people to 4 customers at any one time throughout the store for which we appreciate your support. Please don't enter in large family groups.
- Occasionally you may be required to wait outside if there are already 4 customers inside.
- Introduction of a one-way flow through the shop. Please keep left as you move around.
- Please don't pick up and touch goods that you don't intend to buy.
- In line with guidance, sadly you will no longer be able to try on items in store e.g. sunglasses.
- Whilst we love your company, please don't linger unnecessarily but choose your delights, move around the store maintaining social distancing before moving to our counter to pay.
- We will ask you to pay with contactless payment is possible to prevent unnecessary contact.
- If you have a gift voucher or credit note that expired when we closed, don't worry we'll extend it for the required amount of time so you're not disadvantaged.
- Our usual returns policies are still in place however any items brought back to store will be quarantined for a period of time before being put back out on sale.
- Screens are provided at our counter area for your safety and that of our staff.
- Staff have been trained on our Covid-19 protection measures and are provided with PPE to wear if they wish.
- Enhanced cleaning and sanitizing measures are in place.
- We continue to monitor the government guidelines and adapt our ways of operating accordingly.
- If you're not comfortable visiting us as regularly as you like, don't forget we've recently introduced a new online shop at SerenityDesigns.com with a growing selection of your favourite goodies. We can drop off to you locally FREE when you spend £25+

Thank You | See you Soon | Stay Safe