

28th October 2020

Dear School Community,

Subject: Metro Melbourne Retail Stores reopening

We are pleased to announce that we will be reopening our stores from today Wednesday the 28th of October. We will transition into our regular trading weekdays and hours this week, and the plan is to reopen regular Saturdays from next week (unless otherwise communicated).

Please be aware that we will still be operating with the following COVID safe procedures and policies in stores in the interest of everyone's health and safety:

- **People limits in-store:**

In accordance with Government rules, we will continue to limit the number of families in store at one time. Please note that unfortunately this does mean that families may need to wait outside of the premises if capacity limits are reached and we apologise in advance for any inconvenience this may cause.

- **Limited contact, Full-service approach:**

We will continue operating under a "limited contact, full-service" approach in our stores, where our in-store team will assist families with collecting garments to limit people movement whilst in our stores. Although we appreciate this does create longer wait times in store, it also allows us to operate in a safer manner and maintain better visibility on the number of people in store at one time.

- **Change rooms will reopen!**

One of the policies we are relaxing in-store is regarding our change rooms, where we'll initially have one change room per store reopened for students to try on and find their size. We do plan to eventually reopen all changing rooms in all stores, but we want to make sure we can do that safely.

- **Social distancing markers and access to parts of the store:**

Please note we'll continue to have social distancing markers in store, so please look out for "X" markers along the floor as areas for families to stand whilst they are being assisted or are waiting. Please also note that we will still be restricting access to parts of the store (please refer to warning signs and markers in store) to comply with the policies above.



- **Accepted payment methods:**

We strongly encourage and recommend that if possible, families use card payments when in store in order to limit contact. We do understand that this is not possible for everyone, but we ask that where families can, to please do so.

Our VIP sale will begin next week with the 10% off in-store for the next 6 weeks (From Monday 2nd of November to Thursday 17th of December). We hope this extended period of the sale will give families greater opportunities to visit us in the next 6 weeks, and to help us stay within Government rules regarding social distancing and occupancy indoors.

Thank you and stay safe,

Your Beleza Team.