



Fulford School

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Ref: SJ/JW

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Dear Parent/Carer

Thank you for the emails that I have received regarding difficulties when ordering the kit for the Valencia trip. I have forwarded them onto our kit supplier with a view on how to rectify these issues.

Please find below a most frequently asked question section together with replies:

- ***“We just tried to order a couple things for the trip on website sports bulk but prices are more expensive on the site than the letter stated. Please advise.”***

The total package is £105 as stated in our letter but some of the other prices are incorrect due to an additional cost of personalisation of the individual items. Please see below for individual prices and our letter prices:

	Website	Letter
Socks	£8.95	£8.95
Polo shirt	£24.50	£21.50
Shorts	£15.50	£17.75
Pants	£26.50	£22.25
Hoodie	£36.50	£34.95
Track Top	£20.50	£20.50

The website lists all the items under the total package but at the moment you have to look on related products to find the other individual items. Some of these have an additional charge for personalisation. The package price is the set price for everything. If you don't want the initials they are the original price.

- ***“On your letter, regarding the personalised kit for the trip, it states you may have it delivered to the school free of charge. How do we go about this please as I cannot see this option on the checkout process when ordering the kit online?”***

The option is now available and they will be brought into school after the closing date so no carriage will be charged.

- ***“What shoe size is S, M and L with regards to the socks for the Valencia trip?”***

Small are 4.5 - 6

Medium are 6.5 - 8

Large are 8.5 - 10

- ***“On the information you provided it states that as part of that package a hoodie is available. When I have gone to order the full package there is no option to purchase a hoodie. There is a sweatshirt but this is not on the information provided.”***

This has now been corrected on the website. The option of a sweatshirt was an administrative error and is not available to purchase. It was only used as a guide for measuring and sizing at the lunchtime session for students.

Thank you for all of the positive feedback I have received with regards to the kit. Please note, you do not have to purchase the kit but it is something the students can keep as a memento of the trip and also something to travel in.

I will be arranging a meeting for parents to provide further information with flight times, etc. when we return to school after half term.

Yours faithfully

Mrs Jagger
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