



Dear Kamehameha Schools Staff and Families,

At Lands' End we care deeply about our employees, customers and communities. We want to be sure we keep everyone healthy and safe during this unprecedented time. We want to inform you that we will be opening the Lands' End School Hilo Seasonal Uniform Store located in the Prince Kuhio Plaza, 111 East Puainako Street, Suite 450, Hilo, Hawaii on **June 27, 2020**.

Out of an abundance of caution to the communities we serve, we will be assisting families by **appointments only** during this time. For retail stores to open, we must follow the states mandated rules for store re-opening. To follow the rules and regulations we will be implementing the below requirements at the store:

- Everyone will be required to wear a face masks to enter the store
- Limiting store capacity to six (6) total customers every thirty minutes
- Fitting rooms will be closed during this time
- If you are feeling sick or having symptoms that include fever, cough, or difficulty breathing please re-schedule your appointment for a later date
- All persons shall maintain a minimum of six-feet of physical separation from all other persons to the fullest extent possible
- There will be tape on the floor to provide six-foot spacing for employees and customers in checkout line to maintain appropriate distance
- Hand sanitizers accessible for both associates and customers
- If you have a return, you must make an appointment. At this time, we will be processing returns purchased through the designated Lands' End Kamehameha School website or through the store, directly on the original form of payment or merchandise credit.

If you would like to make an appointment to visit our Lands' End Hilo Seasonal Store to purchase uniform products, you may make an appointment at home or on your mobile device using the sign-up link below. Once our location is open, you can call and schedule an appointment by calling our Hilo Store at (808)-333-5026. The store address, store hours, phone number, are also listed on page three (3) of this letter for reference.

Please note, appointments are every thirty minutes to ensure we can accommodate as many students as possible. If you feel that you need more than thirty minutes, please sign up for back to back appointment time slots. If you are late to the appointment you have scheduled, the appointment will be cancelled. Please enter each individual's name (student, parent or guardian) in their own time slot that will be entering the store. Each customer needs their own time slot. Six (6) customers total will be allowed in the store at one time.

- **Appointment Sign-Up Link:** <https://www.signupgenius.com/go/70A0C45A4A72CA5FB6-kamehameha5>

You can still shop with us 24/7 at Landsend.com (www.landsend.com) to purchase your uniform products or call our customer service representatives 24/7 at 1-800-469-2222. To help expediate your order, while ordering on Landsend.com or through a customer service representative, the Lands' End Hilo Campus preferred school number is **900181413**.

Taking care of our customers and our community is our primary focus right now and we want to reassure you that all Lands' End retail employees are working hard to create a safe and clean environment for both our associates and customers.

Thank you for your patience and understanding during this extraordinary time.

Sincerely,

The Lands' End School Uniform Team

Lands' End Hilo Seasonal Store Address and Store Phone Number:

Prince Kuhio Plaza
111 East Puainako Street
Suite 450
Hilo Hawaii 96720
Store Phone Number: (808)-333-5026

Lands' End Hilo Seasonal Store Hours:

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
June 27 - July 5	Closed	Closed	10 to 6	10 to 6	10 to 6	10 to 6	10 to 4
July 6 - August 9	Closed	10 to 6	10 to 6	10 to 6	10 to 6	10 to 6	10 to 6
August 11 - August 18	Closed	Closed	10 to 6	10 to 6	10 to 6	10 to 6	10 to 4

All stores closed on July 4th