

ellenor Shops – Covid 19 Update

From Monday 17 May, the following shops are open:

- Bexley (18–20 High Street, DA5 1AD)
- Bexleyheath (169 Broadway, DA6 7ES)
- Blackfen (258a Blackfen Road, DA15 8PW)
- Crayford (134 Crayford Road, DA1 4ES)
- Dartford High Street (82 High Street, DA1 1DE)
- Dartford Priory Centre (Unit 58 The Priory Centre, DA1 2DL)
- Gravesend King Street (27 King Street, DA12 2DU)
- Northfleet (Pelham Road South, DA11 8RB)
- Special Treats (Darent Valley Hospital)
- Swanscombe (44 High Street, DA10 0AB)
- Welling (5 Upper Wickham Lane, DA16 3AA)

The following shops will remain closed until further notice:

- Northfleet (Perry Street, DA11 8RE)
- Tunbridge Wells (107 Camden Rd, TN1 2QY)
- Westerham (5 Market Square, TN16 1AN)

The safety of our staff, volunteers and customers is paramount to us. We are using the advice given to us by the government, health and safety officers, as well as our HR colleagues to ensure all plans are implemented in a way that gets us back to supporting you into our shops, whilst offering the protection to all of us. We have implemented new safe trading procedures in our shops, and we would ask our customers to please abide by the restrictions in place. Our teams are working to help you be safe as you shop, but this will involve everyone being patient and supportive.

We will continue to follow the below guidelines in all our shops:

- Social distancing is still a necessity. We will therefore need to limit the number of customers in the shop, ensure we are taking donations in a safe way and encouraging everyone to respect the social distancing guidance once inside our shops.
- Safe payment methods (we would appreciate you paying with contactless please)
- Face coverings or cough guards
- Sanitiser units
- Reminder to customers to ensure you keep your distance

Donations at our shops

All our shops which are open are accepting donations. Please read the guidance below about donating goods before visiting our shops.

Without your donations, our shops would not be able to function, and it is your donations that help us provide hospice care and support to families facing life limiting illness in Kent.

We can now receive your donations but there are a few additional rules that we must all follow. If these rules are not followed, we may have no choice but to close our shops and that will affect our income, so your support is appreciated.

1. Where can I donate goods?

The shops that are open are now able to receive donations. You can bring your donations to:-

- Bexley (18-20 High Street, DA5 1AD)
- Bexleyheath (169 Broadway, DA6 7ES)
- Blackfen (258a Blackfen Road, DA15 8PW)
- Crayford (134 Crayford Road, DA1 4ES)
- Dartford High Street (82 High Street, DA1 1DE)
- Dartford Priory Centre (Unit 58 The Priory Centre, DA1 2DL)
- Gravesend King Street (27 King Street, DA12 2DU)
- Northfleet (Pelham Road South, DA11 8RB)
- Swanscombe (44 High Street, DA10 0AB)
- Welling (5 Upper Wickham Lane, DA16 3AA)

You can donate your items at any time the shops are open. [Click here](#) to check the most up to date opening times.

****Please do not leave donations at our shops overnight or outside of these times as it will make the shops non-compliant with government direction and will mean the shop will not be able to open.**

Furniture Collection line

Our furniture collection service is running. However, due to government guidance, we've had to change the way we operate by introducing some restrictions.

All collections need to be from your doorstep, outside of the property or from an outbuilding. Unfortunately, our team are not able to come into your house to collect your items.

If you answer 'yes' to both questions, then please call us on 01322 626 502 to arrange collection.

1. Is everyone in your household free of COVID-19 and the symptoms?
 2. Are you able to leave the items outside the house on the day for collection?
- The above restrictions are all part of safe trading and we will update this page if they change.

We are expecting to be busy so bear with us whilst we adjust our way of working to keep everyone safe.

2. What can I donate?

We are happy to receive all your donations that we are able to sell in our shops. However, we are unable to take any damaged, soiled or broken items as we do not have the space anymore and the shop manager will have to refuse your donation.

We are unable to accept the following items during this new phase of trading:

- NO furniture delivered to the shop. If you do have furniture you would like to donate to us, please call 01322 626 502 to arrange collection.
- NO large items, everything must fit on a shelf or a hanger.
- NO Books / CDs / DVDs / games, as we are unable to make sure they are cleaned prior to selling
- NO prohibited items. Please see the list below.

List of prohibited items:

- Animal fur coats or garments
- Weapons or firearms
- Sharp knives
- Children's car seats and booster seats
- Microwaves
- Gas appliances/paraffin heaters
- Soft toys
- Upholstered furniture without a fire label (Must comply with the furniture and furnishings regulations 1988 and have the relevant label attached or predate 1950)
- Candles without safety label
- Computer hard drives
- Bicycles
- 4 wheeled mobility scooters
- Pierced earrings
- Wheelchairs/ disability equipment
- Prescription glasses
- Flammable items, fire lighters, fireworks etc.
- Solvent and solvent based products
- Pornographic or pirated DVDs
- DVDs with an age rating must not be sold to any one underage
- Children's garments with a draw string
- Cots, cot mattresses, Moses baskets
- Consumables, food, alcohol
- Ivory (unless it predates 1900)
- Goods with other charity logos on
- Nightwear without a flammable label
- Any counterfeit items

3. How can I donate?

- Donations can be delivered any time of the day in those shops which are open. If a shop is very busy there might be a slight delay in accepting your donations.

- Please do not leave your things outside the shop without talking to a member of the team first, this may cause us to be left in an unsafe environment and could lead to the shop closure.

We thank you enormously for all your continued support and appreciate that these are challenging times for everyone while we try and establish a safe trading environment for all.

We will review our processes regularly and in line with any changes to government advice and place on our website. If you have any questions, [please email Ben Alonso, Director of Income Generation.](#)

Thank you for supporting ellenor during this difficult time.