



Somewhere to Go Ltd
St John's Church Hall, 4a Boulevard, Weston-super-Mare, BS23 1NA

April 2025

S02 Shop Item Reserves Policy - V.2

Somewhere To Go Ltd is a charity with the aim: to relieve poverty and distress among the most disadvantaged in the community, by providing a space where people can feel welcome and comfortable and create an environment which will enhance self worth & self esteem. To offer nourishing food, clothing; to facilitate access to medical & welfare services; help with housing and benefits.

Responsibility

The Board of Trustees has overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control comply with it.

It is the responsibility of line managers to communicate the requirements of this policy and procedure to their employees. All staff including volunteers must comply with this policy and other associated policies and procedures. It is the staff members responsibility to ensure that they have read and understood all the relevant policies and procedures and if for any reason they are unclear they seek the guidance of their line manager.

Purpose of the Policy

The purpose of this policy is to provide consistency within our Somewhere to Go Ltd Charity Shop for reserving items for collection at a later date.

Scope

This policy applied to all Somewhere To Go Ltd staff and volunteers working in all properties owned or managed by Somewhere To Go Ltd.

Queries

If there are any queries relating to this policy please contact the Board of Trustees.

Reserving Items in our Charity Shop

To reserve any item within the Charity Shop you will need to pay the full amount for the item. We will not reserve any item for payment at a later date or payment upon collection of the item.

Collection of Items

S02 Shop Item Reserves Policy

Charity Registration number 1080963

Company registration number 3928387

Telephone: 01934 641880



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At Somewhere to Go Ltd, we understand that when buying an item from our Charity Shop you may not be able to take it with you the same day due to transport or needing support with moving an item.

We have a high turnover of stock and need to get new items onto the Charity Shop floor as quickly as possible.

All items which have been reserved need to be collected within 3 working days (Monday – Saturday) of purchase of the item.

Failure to Collect

If you reserve an item and fail to collect it within 3 working days (Monday – Saturday), the item may be resold. If you return to the store after this time period with proof of purchase and the item is no longer available you will be offered a credit note for the amount of the item.

We understand there may be circumstances out of your control which mean you are unable to collect the item. You must make contact with the Somewhere to Go Ltd Charity Shop to discuss whether an extension to the collection date can be arranged however this will be made at the discretion of the shop staff and may not be possible.

Policy Review

This policy will be reviewed every 2 years in accordance with government and local publications.

This policy will be reviewed in March 2027.