

Shopping for shoes at schuh kids

Shopping for shoes can be a stressful and confusing experience. These social stories will help me understand what shopping at schuh will be like.

If I'd like, I can use my phone or a piece of paper to write down what I would like to say at any point during my visit.

There will be music playing in the store which I can ask to be turned down if I think it's too loud.

There are screens around the store and I can ask for these to be switched off.



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Welcome to schuh kids!

I can call the store before coming in so they have my style of shoes ready for me if I would like.

Before I enter the store, I can look at the window displays and decide if schuh will have anything I might like.

If I decide to go inside, the sales advisors will often say hi and ask if I need any help - I can tell them yes or no.

They can help with **sizing advice**, picking a pair of shoes or directing me to my **favourite footwear style** or brand.



Choosing my shoes

There are loads of shoes to choose from.

All shoes are organised by brand and style to help me choose.

It's okay if I feel overwhelmed, I can tell the sales advisor. The sales advisor may take me to a **quieter area or give me more space**.

If this isn't possible I can reserve my pair and come back later when quieter.



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Trying my shoes on

The sales advisor will ask if I want my feet measured. The sales advisor will ask me to stand on a black measuring board. If I am not comfortable, I can say no and try different sizes on. If I am not comfortable with them touching my feet, I can let them know.

The sales advisor will take my shoes out of the box for me. I can try on the shoes and walk around the store. They will check the fit of my shoes:



Is there enough space at the front of the shoe?



Are the shoes wide enough to let my feet spread out?



Is there too much space in the shoes, making them feel baggy?



Is there enough space at the back of the shoe so it won't rub?



Will the shoes stay on my feet when given a pull?



I can now walk around and see how they feel.

If I like them or need another size, I can tell the sales advisor. If I don't like them, it's okay to tell the sales advisor and I can leave the store. They will be happy to help with whatever I need.



Buying my shoes

When I'm happy with my shoes, I can buy them and take them home. My parent or guardian will usually do this, but it's good for me to know what's going on.

The sales advisor may ask if we want any additional items, for example socks or shoe care.

The sales advisor will ask us how we will pay for them.

If by card they will bring the card machine to us.

If by cash, they will bring me to the nearest till point. If it is busy we can sit and wait until a till point is free.

We'll be asked if we'd like a paper bag or a tote bag for our shoes. We'll be asked if we'd like a paper or an email receipt.

