

Horace Batten Bootmakers
Response to COVID-19

To All our Valued Horace Batten Customers,

The global spread of COVID-19 is affecting every one of us. As a company we are vigilantly monitoring and responding to new information about the coronavirus (COVID-19) outbreak, which has been declared a global health emergency. We have successfully navigated our way through, as a small family run business, since 1804, and we won't be beaten by this. That said, despite our traditional, hardy, keep calm and carry on mindset, with slightly heavy hearts but a clear mind we have decided we must act in the interest of our customers and our staff and their families at this time.

We will continue to operate at our small Northamptonshire workshop, however, we will be limiting staff, and ask that for the short term, we must suspend customers from visiting us.

As a bootmaker our customers and their legs coming through our doors is integral to our business and its success, however, that said, we must act sensibly and carefully in this current climate.

As of Monday 23rd March we will ask that all customers suspend visits to our workshop, this includes measurement and fitting appointments.

Unfortunately these measures will affect the timeframe on some ongoing bespoke orders. One of the things that makes our business unique are the traditional qualities we hold, alongside the high quality workmanship and the amount of handwork involved. The beauty of our products being British made, on site by our talented small team means that at this time in order to protect them and our products we must change the way we work at least for the short term.

We value your custom and apologise for any inconvenience this may cause and we ask that you bare with us at this time and know that your custom to us is extremely important.

We will continue to monitor the advise given. Please be assured that we are trying during this time to continue with our workload where possible without risk to both the health of customers and staff, but whilst trying to protect our longstanding company.

"Good things come to those who wait “ and we believe this to be true of a pair Horace Batten Boots.

If you have any further questions regarding a current orders or our repair service please do not hesitate to get in touch, we will be accessible by email and will respond to all in due course.

sales@horacebatten.com

Emma Batten and all at Horace Batten Bootmakers.