

Coronavirus - Client FAQs

1. Q. If the Strictly Education offices close, how will my service be delivered?

A. We have developed robust plans to ensure continuity of service for each part of our business. Each service will provide detailed guidance to you which will be continuously updated as the situation evolves.

2. Q. What do I do if my Strictly Education contact is unavailable?

A. Please use the following relevant contacts:
 Strictly Education: enquire@strictlyeducation.co.uk T: 0330 123 2540
 Strictly Education 4S: services@strictlyeducation4s.co.uk T: 0800 073 4444
 Option 1
 3BM Education: enquiry@3bmeducation.co.uk T: 0345 270 8260

3. Q. What happens if I require Portal or eStore support?

A. Support will still be available as staff are able to work remotely.

4. Q. If Strictly Education closes its offices, can I still purchase or renew an SLA?

A. Yes, you can purchase in your usual way.

5. Q. My establishment sent Strictly Education an Invitation to Tender (ITT) with a deadline, will you still be able to complete/respond to the invitation?

A. Yes, all ITTs will be processed in the usual way and on time.

6. Q. Will Strictly Education's training courses and conferences still go ahead?

A. Our focus will be to ensure the health and wellbeing of our delegates, speakers and exhibitors. We will be monitoring developments on a daily basis and respond accordingly. Some events may be affected or postponed. Please contact the following contacts prior to the event:
 Strictly Education: enquire@strictlyeducation.co.uk T: 0330 123 2540
 Strictly Education 4S: course.bookings@strictlyeducation4s.co.uk T: 0800 073 4444 Option 2
 3BM Education: enquiry@3bmeducation.co.uk T: 0345 270 8260



7. Q. How can you help us, to help you?

A. If your school or educational setting is closed, please inform us immediately and provide the contact details for at least two decision makers (including email and mobile telephone numbers) who will communicate with us and with whom we can contact about the services we provide to you.

8. Q. What will happen if the government decides to implement a nationwide closure of schools and educational settings?

A. Strictly Education will continue to provide services. Payroll clients will receive further detailed guidance from the Payroll team.