

28th March, 2020

Dear Shop customers and Village residents,

We hope that you are well and coping in the current situation. After a week of getting used to making home deliveries, we have an improved system that we hope will work better for customers, staff and volunteers.

**Our home deliveries are currently limited to people over the age of 70, as well as vulnerable people who have been requested to remain at home by the government, and those who are self-isolating.**

If you meet the above criteria, **please read the instructions attached** before placing an email or phone order. Your delivery will come with a copy of your original order and either a card receipt or SAM account receipt. Please do not come to the shop to pay – if we haven't accepted payment before delivery, we will telephone you after 4pm for payment.

**Please note that this is a home delivery service and not a collect-from-shop service. Also, stock is variable, so we may not be able to fulfill every item on your order.**

Thank you for supporting our vital community shop and thank you in advance for your patience as we adjust to new norms!

Take care and stay safe

Martin Jourdan

Chairman

Clatfords Village Shop Association

### **Shop opening hours Post Office hours**

**Monday - Friday 8.00 - 12.00 8.30 - 12.00**

**4.00 - 5.30 pm 4.00 - 5.30 pm Saturday**

**8.00 - 1.00 pm Closed Sunday 8.00 - 12.00 noon Closed**

## **EASTER OPENING HOURS**

**Good Friday 8.00 - 12.00 noon Closed Saturday 8.00 - 1.00 pm Closed Easter Sunday Closed Closed**

(Collect newspapers in cupboard)

**Easter Monday 8.00 - 12.00 noon Last orders for delivery before Easter:**

Wednesday 8<sup>th</sup> April 11 am for delivery Thursday

### **How to place a home delivery order:**

Please email your order to [storeclatfordvillage@gmail.com](mailto:storeclatfordvillage@gmail.com)

If you don't have access to email, you can place your order by phone between 9.00 to 11.00 am (Tel. 337 497)

Deliveries will only be made Monday to Friday between 3.00 to 4.00 pm.

Orders submitted to us will be processed as follows:

**ORDER** by 11 am **DELIVERY** between 3.00 – 4.00 pm Monday Tuesday Tuesday Wednesday Wednesday Thursday Thursday Friday Sunday\*  
Monday \*Orders received between Thursday 11 am and Sunday 11 am will be delivered on Monday

Each customer can place a maximum of 2 orders per week, with a minimum of five items per order.

A few things to note when placing your order:

1. Every email order must include:

Name and Telephone number

Address (house name, road and village)

Your choice of payment method: Card or SAM account

2. Your delivery will arrive between 3 and 4 pm, so please make sure you are at home and listening out for a knock or the doorbell. If you would like us to knock and leave it on your

doorstep, please state this in your email order too.

3. Please be as precise as possible about amounts needed, especially vegetables (i.e., 10 carrots, 10 mushrooms, or weight of item).
4. If you are happy for us to make substitutions with similar products (a different type of sausage or fruit/vegetable), please state this on your order.
5. Fresh meat from Randall Parker and Greenfield will be available to order on Mondays and Wednesdays (meaning it will be delivered to you on Tuesdays and Thursdays, subject to availability).
6. Austwicks products will be available to order up to Monday 11 am for delivery on Tuesday pm, or up to Wednesday 11 am for delivery on Thursday/Friday pm (depending on when Austwicks deliver to us).
7. Bramley Bakery bread cannot be delivered on Mondays (sliced bread can be delivered any day of the week).
8. We order fresh fruit and veg on a daily basis, so feel free to order anything you like rather than just our normal stock items – e.g. pineapples and mangos.
9. No adjustments/Amendments to orders can be taken.

If you have forgotten something it will be treated as a new order.