



# TERMS & CONDITIONS

## AVAILABILITY

- All produce are subject to availability
- We will endeavour to get supply of all items but in some cases, we may have to substitute items.
- Although we have access to limited supplies, if there is something you need in particular please do let us know and we will see what we can do.

## ORDERING

- Any orders placed between 3pm on Monday - 2.59pm on Wednesday will be ready for collection on Friday
- Any orders placed between 3pm on Wednesday - 2.59pm on Monday will be ready for collection on Wednesday
- We will contact you via email with a time for collection

## CONTACTLESS COLLECTION

Health & hygiene safety remains our top priority. Therefore, among other hygiene precautions (detailed on our website) we will be operating a contactless collection service.

- If travelling by car, please reply to your email correspondence regarding delivery time with your car registration.
- Your order will be left on a table in the car park, when our volunteer has returned to the pub please collect your order from the table. This allows a safe 2 meter distance between our guests and volunteers.

## DELIVERY

- Until we can secure a delivery method that adheres to our high health & hygiene standards, we are regrettably unable to offer a delivery service
- However, if you are someone who is considered vulnerable, please make contact on [info@royaloakeastlavant.co.uk](mailto:info@royaloakeastlavant.co.uk)

