



## Welcome to your Dean Forest Food Hub Account

### Our weekly ordering cycle:

We have a weekly ordering cycle, and you are free to order (or not) each week. The order cycle works like this:

- 1) Orders for Friday/ Saturday pickup close Tuesdays at 11: 59pm. If you order after this, your order will be placed for the following week – the shop officially reopens on Sunday morning. Your order is not complete until you press the “confirm” button and you either have sufficient funds in your account or you message us confirming payment.
- 2) If your order has been processed, you will get an email on Wednesday afternoon confirming your order and your pick-up point. If this doesn't arrive, you may find it in your spam folder, but contact us and we'll send you a copy if you need one. You might be able to “whitelist” our email address or domain but how you do this depends on your email provider.
- 3) Local producers will drop off their orders between Wednesday and Friday. From 10am Friday we will be packing your order ready for it to be taken to local pick up points.
- 4 ) You pick up your order from your pickup point on either Friday afternoon or Saturday, depending on which pick-up point you choose. You can choose a different pick-up point at any time on the “my details” page of the website but please not between Wednesday & Friday mornings!

### There are lots of payment options

You can either pay the exact amount for your order, or pay enough into your account to cover a number of orders. The invoice which arrives with your order will tell you how much is in your account. You can also see a statement – press the button on the “my details” page when you are logged in as a customer.

Bank transfer: This is free! You can transfer enough for this order or top up your account to make future ordering easier.

Our bank details are:

Acc: 65673838 Sort : 089299 Bank: The Co-operative Bank

Payment Ref : Please add your Surname and DFFH Account Number

Online Payment via Paypal : You can choose the convenience of online payment , but to keep our prices down we add ecommerce charges to those that use the service. This means there is a 5% surcharge for using paypal.

Cash or cheque: If you cannot pay on line, please contact us at deanforestfood@gmail.com and we will try to make arrangements for you to pay by cash or cheque. Most pick-up points will not accept payments for us so you will have to either post cheques to us or pay cash or cheques into our account yourself. Please be sure to email or message us when you do this.

Standing Order with your Bank: Please use the account details above and ensure that we get a payment reference that enables us to identify your account.

Unless you are paying by PayPal, please email us at deanforestfood@gmail.com or use the messaging system from the shopping basket to let us know the date and amount you've paid to make sure we process it smoothly. We don't always get a payment reference from the bank, so not doing this can cause delays and missed orders.

### **Joining the Food Hub Team**

The Food Hub is growing and we're always looking for more people to help us get amazing local produce out to more people in the Forest . In particular we'd love to find people who can:

- Be Food Hub Ambassadors, spreading the word to neighbours and family. We have fliers for you to give to friends
- Help with packing on a Wednesday or a Friday. We pack from 10am til about 1:30. We can offer a 10% discount if you help us pack.
- Bring the Food Hub to new parts of the Forest . If you can be a pick up point at your house we can offer free delivery.
- We can pay for some roles, for example driving the delivery van, and we welcome committed members to workers' cooperative meetings and share in the management of the system.
- Online presence: If you love being online and can help with our website, facebook and other social media then maybe you can help build the Food Hub's online presence.

### **WE REUSE PACKAGING:**

As far as possible we reuse our packaging. From egg cartons to returning jars to producers to freezer bags to olive oil bottles to delivery bags and boxes to plastic bags for unwashed veg, we reuse a lot of packaging. Please return all bags and boxes and any other packaging you feel may be of use.

**Thanks for supporting local food in the Forest!**