

GREAT CORNISH FOOD STORE

STORE TO DOOR: COLLECTIONS & HOME DELIVERIES DURING THE CORONA-VIRUS PANDEMIC FREQUENTLY ASKED QUESTIONS

1. **How can I/we make an order for home delivery or to collection from your store?**

Please go to our website (www.greatcornishfood.co.uk/home-delivery) and download one of our simple order forms. Complete it with quantities (if you know them) and email the form to store@greatcornishfood.co.uk

If you have any queries, please call our dedicated order line on 01872 306063 and we can help you, but email is the best way if at all possible.

Remember, we're not set up for online shopping, so the service is a little basic compared with the larger supermarkets.

2. **Do you require a minimum order?**

Yes – it's £30. Of course, we're aware that we don't price our goods online, so please make a best guestimate. We're happy to advise you if you think you will fall short, and we're not going to quibble if you're a few pence off the mark! Home deliveries attract a £5 surcharge, unless you spend £100 on a single order, in which case deliveries are free.

3. **How do I pay?**

Once we've made up your order, we'll call you to take the card payment over the telephone. All payments will be taken prior to collections and deliveries to make our process more streamlined.

4. **How soon will my order be ready?**

If you opt to collect from the store (and this is preferred if you are fit, well and not isolating) your order is can be ready within 24 hrs, subject to availability of your items, or a specified day of your choosing. Orders should be made by 1pm for next day collections.

Home delivery days depend on where in Cornwall you live. We are delivering 2 days a week on Fridays & Saturdays to TR1 postcodes, and once a week (either a Friday or Saturday) to [locations within a 10 mile radius \(or so\) of the store.](#)

5. **When can I collect my shopping from the store?**

You can collect from 9am until 6pm Tuesday to Saturday, including bank holidays. (Phone lines are open from 8am until 4pm Monday to Saturday.) We will ask you to call the shop when you arrive in the car park so that we can have your bags ready for pick up at our own front entrance

(just a little further on from Waitrose's entrance), and space out collections to enable social distancing.

6. What if I want to shop at Waitrose when I collect my order?

If you plan to shop at both Waitrose and Great Cornish Food Store, you will need to queue up at Waitrose (assuming there is a queue) and enter our shop via Waitrose. However, if you intend only to shop at our store you may use our own entrance at the front of the store. These measures are in place to help social distancing and to ensure that numbers of people in the store are controlled at any one time.

Remember our shop is now open between 8.30am and 6pm on Mondays through to Saturdays. Please also remember to pay for any items you select in our store before you exit back into Waitrose. Waitrose cannot take payment for items sold in our shop.

7. Would you prefer us to use home delivery or collection?

Now that most people (including us) are in a routine, we are happy for customers to opt for either service. We only have one van which is why we originally requested that customers opt for collection from store if at all feasible, to enable us to focus on home deliveries for those housebound and isolating. Of course, now that we are open, if you are collecting your shopping, you can always pop in if you need any extras. Additionally, there is no additional charge for collections. It's also worth noting that our home delivery service is currently restricted to a 10 mile radius (or thereabouts) of the store, so if you live further away, then collection from the store is a great option.

8. Can I collect an order on behalf of someone else?

Yes of course. We'll take a few details from you and that'll be no problem.

9. Are you happy to take large orders for multiple people?

Absolutely. Please do club together, or maybe take an order for an elderly or vulnerable neighbour. Deliveries of more than £100 are free, so this makes perfect sense. Or if you can, maybe one person can come and collect a large order from the store on behalf of a few of you.

10. Can I make an order for my isolated parents who live in Cornwall?

Yes, of course. Order on their behalf, give us the delivery address and we'll get it sorted. Just let us know if you or your parents will be paying and we'll call them or you when the order is ready. Please also make sure we have telephone numbers for both – just in case.

11. Where do you deliver to?

At the moment we're delivering to within 10 or 12 miles or so of the store, so that takes in Penryn, Falmouth, Newquay, Redruth, St Mawes, Sticker and Ruan High Lanes, for example. We now have a [dedicated delivery schedule](#). We are considering deliveries to further afield, and if anything changes we will let you know.

12. Do you deliver to certain parts of Cornwall on certain days?

Yes we do. You can check [here](#) or on online (www.greatcornishfood.co.uk/home-delivery).

13. Do you charge for home delivery?

Deliveries are free for orders of more than £100. Otherwise we charge £5 for deliveries on a minimum £30 order.

14. Can I choose a time slot?

We're afraid not, but we will advise you when we're on our way if you'd like us to. It's usually delivered around lunchtime/early afternoon.

15. I'm a key worker and can't be sure that I will home when you deliver. Is this okay?

Yes. We won't be delivering to any places of work, but if you / anyone won't be at home, we can either leave your delivery in a safe and secure place, as instructed by you, or you may wish to ask a neighbour to take it in for you. If you do that, please remember to write the correct delivery address on the order form!

16. Where can I find what you sell and at what price?

We've never been set up to sell online, so please bear with us! We have a list of suppliers on our website www.greatcornishfood.co.uk (click on OUR SUPPLIERS) which will give you a fair idea of what's available, and we're adding more information all the time. On our website home page you will also find more information about what seasonal fruit and veg we have in the store, plus what's available on our deli, including delicious chef-prepared meals that you can enjoy at home.

We sell quality local Cornish produce – including cooked and fresh meat, fish, dairy, eggs, local vegetables, (artisan) breads, confectionery, cakes & pastries, puddings, wines, cider, gin, ales, soft drinks, tea, coffees etc. Our deli also serves chef-prepared ready meals such as quiches, pies, curry sauces, lasagnes etc. Prices might be a little higher than those found in standard supermarkets but they reflect the quality of our Cornish suppliers' produce and, we believe, represent excellent value. In fact, some of our produce is cheaper, including our eggs and veg!

We recently changed the way we sell fish, as it is hard to know what we will get from our fishermen from one day to the next, especially when we receive orders several days in advance. Therefore you can ask for non-specific fresh fish for up to 8 people, or we can supply diced mix fish per kg.

17. How do we know what the chef prepared meals are?

Check our website for what's available (www.greatcornishfood.co.uk). We have scaled back the menu a little for the next few weeks, but it includes a curry of the week, beef lasagne, shepherd's pie, cauliflower or mac cheese, vegan cottage pie, fish cakes, quiches and vegetarian frittata, plus hummus, salads and pies.

18. Do you sell frozen food?

Yes we do but we can only sell frozen items on orders to be collected from the store, as they will be popped into your bags last minute (and possibly for TRI deliveries subject to prior discussion). We can't deliver frozen produce for home deliveries further afield, unfortunately, but much the produce that we sell fresh can be frozen.

19. Is the Great Cornish Food Store open if I'd rather come into the store?

Yes, the store is now open five days a week: Monday to Saturday 8.30am – 6pm. We take your safety very seriously, so we request you wear face coverings (unless exempt) and respect our social distancing measures in store. We are lucky to have a light and lofty space and low shelves so it is easy to shop safely.

20. Do you plan to operate a home delivery / collection service after the pandemic if over?

It's too early to make any judgement on that. We're focussing for now on helping to get food and supplies to our customers throughout Cornwall and to the local community as best we can.