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## ***apetito* Hot Meal Delivery Service Frequently Asked Questions**

### **Q. How do I place my orders?**

A. All you must do is complete your weekly menu sheets and return via the driver so that we can ensure your choices are available for you. Your choices can also be emailed or telephoned over to us on a weekly or monthly basis, whichever is more convenient for you. If you do not wish to use the menu you will receive option 2 hot meal and the hot pudding option unless you inform us otherwise. The menu system is not used for special diets, we have internal menus on our system which rotates the meals, just inform us of any dislikes.

### **Q. Can I change the menu to suit me?**

A. You can choose from a wide range of meals and desserts to cover the number of days you wish to receive the service from the menus supplied. If you have a special diet, we will where possible accommodate you. All our meals are suitable for diabetics, plus there is a range of gluten free, soft, pureed and vegetarian meals available if required.

Menus are reviewed periodically to incorporate both variety and seasonal changes.

### **Q. Will my meals always be delivered at the same time?**

A. We will try and make sure they arrive to you at a regular time each day and if there is a delay, we will always try to let you know in good time. Meals are delivered between **11:15am – 2:15pm, 7days a week – 365 days a year**. If you are unable to get to the door safely, the installation of a key safe by a family member may be advisable.

**Q. What if I'm out when my meal is delivered, can this be left somewhere safe for me?**

A. Unfortunately, our drivers are not allowed to leave your meal for you if you are not at home to receive it. Our meals are delivered to you hot and ready to eat. **For your own safety, we do not recommend you reheat the meal and eat it later. If we try to deliver to you and you are not at home we will always try to contact you, a relative or the council so that we can make sure that you are safe and well.**

**Q. What if I need to cancel my order or change my delivery date?**

A. Simply call our office on **01895 250767** before **10am** on the day of delivery and we'll cancel your meal with no charge.

**Q. What is the cost?**

A. Our standard lunchtime hot meal includes a Main meal and a Sweet or Soup or you can opt for all 3 courses if you would prefer. For a small extra charge, we can also deliver a Tea Time Pack with your hot main meal, which includes a sandwich, a cake and some fruit. Please see table below outlining daily costs per meal. **These costs include delivery.**

Standard Lunchtime Meal	3 course Lunchtime Meal	Tea Time Pack
£5.25	£6.25	£3.25

**Q. How do I pay for my service?**

A. Payments are made by Direct Debit. You will receive your Direct Debit Mandate form in the post, once received simply complete and return in the envelope provided, please ensure this has been setup within 14 days of commencement of the service. If you require an additional form, please contact the office on 01895 250767 to request a new one. (Please note that a separate Direct Debit would be required for each customer account and for each Teatime Pack).

If you would prefer a friend or relative to pay by account, please contact us to let us know their contact details and this will be arranged for you.

If you have any further questions are there is anything you are unsure of, please contact the office on **01895 250767**.