

HOGHOUSE BAKERY

Hoghouse ONLINE ORDER Delivery Procedure

Our safety and sanitization protocol for deliveries

- Our delivery method for online orders is contactless.
- All food is produced in a highly sanitised kitchen by mask wearing chefs. *[Our workplace precautions are available on our website]*
- Hand sanitizer in the delivery vehicle and is to be used by the delivery person [currently that's Byron our, brewer, Louise and Nats no 3rd party] before leaving the vehicle and upon entering the vehicle.
- We wear masks and use gloves to handle all packages.
- We distance ourselves physically by placing the package(s) in a tray and place on a suitable surface or hold the tray within your reach, allowing you to safely retrieve your package(s) yourself.
- We do our level best to only use eco-friendly / biodegradable packaging and suggest you unpack and throw it away into your recycling.
- Any food that is frozen or requires refrigeration will be labelled accordingly.
- We ask that you are contactable via phone or whatsapp during your delivery slot
- **We will call you when we arrive at your place.**
- Our contact number is our WHATSAPP line 079 0557077, please get hold of us on this line if you need to.
- Our delivery schedule starts at 10am and finishes at 5pm on FRIDAYS. Please remember to add your special instructions/ requests on checkout.
- We will not enter your property, please meet us at your gate.
- RESIDENTIAL/STREET location : we will wait in the road/driveway.
- APARTMENT/HOUSING COMPLEX: we will wait in the visitors parking area or as directed by the complex security.
- APARTMENT BUILDING : we will wait at the security desk.
- We will only leave the order with the security at the front desk of an apartment building if instructed by the customer under special circumstances.

We will continue to update our procedures weekly and operate using the lessons learned in this ever changing pandemic environment.

Take care of yourself and those around you and thanks for ordering with HH!