

HOGHOUSE BAKERY

CURRENT DELIVERY AREAS

OUR HOOD - Ndabeni / Pinelands / Thornton / Maitland

SOUTHERN BURBS - Obs / Woodstock / Mowbray / Rondebosch
Rosebank / Claremont / Newlands / Wynberg / Constantia

SEABOARD - Seapoint to Camps Bay

CITY BOWL

HOUT BAY

Hoghouse ONLINE ORDER Delivery Procedure / 30.06.20

- 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 is used by the delivery person
[currently that's Byron our brewer, Louise, Nats and Sammy no 3rd party]
before leaving the vehicle and upon entering the vehicle.
- We distance ourselves physically by placing the package(s) in a tray and place it on a suitable surface or we hold the tray within your reach, allowing you to safely retrieve your package(s) yourself.
- We do our best to only use eco-friendly / biodegradable packaging and suggest you unpack any outer layers and throw it 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 the delivery slot for smooth delivery.
- Please remember to add your special instructions/requests at checkout when purchasing online [eg. your doorbell isn't working, please call]
- *We will call you from our whatsapp number 0790557077 when we arrive.*
- Get hold of us on this number if you need direct comms with the driver.
- Our delivery schedule starts at 11am and finishes at 5pm on FRIDAYS.
- 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 / lobby.

- 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 changing environment. If we cannot fulfill an order that you have paid for on the requested delivery date, due to our limited staff capacity, you will have the option of a refund or choosing a different delivery date. We hope you are able to accommodate this as a new normal under pandemic conditions. Take care of yourself and those around you and thanks for choosing to order with HH.

Please let us know if anything you received was not up to standard or if you have any constructive suggestions. Stay healthy !