

# Christmas Orders and Deliveries...

Many thanks to those customers who have placed Christmas orders. Your ongoing support is hugely appreciated. If you wish to keep or amend your regular recurring meat / veg box order over the Christmas period or place a Christmas order, please continue to read the instructions below.

**Action Required** - If you don't want to receive your regular recurring meat or veg box order over the Christmas holiday, you must go to your account and skip these orders by the 20<sup>th</sup> November 2020 to ensure they are cancelled. Skip orders for the following weeks:

**Box deliveries due W/C 21st December**

**Box deliveries due W/C 28th December**



## Christmas Ordering

### How can I order Christmas produce?

Order your Christmas produce online at [churchfarm.shop](http://churchfarm.shop). Please place this as a separate order, rather than adding to an existing recurring order.

### Is there a deadline for ordering Christmas produce?

Yes, the deadline is the **11<sup>th</sup> December**, however, to ensure availability of produce and delivery slots please place your order as soon as possible to avoid disappointment.

### When are you delivering?

Delivery slots are available on Tues 22nd December only (all other options have sold out). Once this has sold out only 'click & collect' options will be available. Slots are allocated on a first come, first served, basis.

### Can I collect my Christmas order from you?

Yes, Christmas orders can be collected from Church Farm Ardeley and Aldenham Country Park on the 23<sup>rd</sup> December.

### Can I collect my regular fruit, veg & meat box order when I collect my Christmas order?

Yes, but please email [theboxteam@churchfarmardeley.co.uk](mailto:theboxteam@churchfarmardeley.co.uk) so we know not to send your order on the delivery vans!

### Can I add Christmas produce to my regular fruit, veg and meat box order?

Unless you wish to eat turkey every week, then no, please place a completely new order and select the Christmas delivery date, ie Tuesday 22nd or 'click & collect' options.

## **I have already placed a Christmas order, when will it be delivered?**

For orders already placed, delivery will be on Weds 23rd or Thurs 24th December, as per the date you selected at the time of ordering.

## **Will my Christmas order and regular fruit, veg & meat box be delivered together?**

Yes, if you have a recurring order **and** a Christmas order, your orders will be combined and delivered together on your selected **Christmas delivery date**. The delivery date selected for your Christmas order **overrides** the delivery dates for regular recurring orders.

## **Regular Recurring fruit, veg and meat box orders over the Christmas period**

**I have a regular recurring meat / veg box order, when will this regular order be delivered over the Christmas holidays?**

### **Table 1 – Christmas Box Delivery Schedule**

#### **Box deliveries due W/C 21st December:**

Fri 25th deliveries will be delivered Wednesday 23rd

Sat 26th deliveries will be delivered Thursday 24th

#### **Box deliveries due W/C 28th December:**

Fri 1st and Sat 2nd Jan deliveries will be delivered on

Thursday 31st Dec

**I want to receive my regular recurring order as normal; I am not ordering Christmas produce – do I need to do anything?**

No, **DO NOTHING**, you will receive your order as per the Christmas delivery dates schedule in Table 1.

**I have placed a separate Christmas order as well as my regular order, when will my orders arrive?**

If you have placed a Christmas order in addition to your regular recurring order, you will receive both orders **ON THE DATE CHOSEN for your Christmas delivery** (ie. 22nd, 23rd or 24th Dec). The delivery date selected for your Christmas order **overrides** the delivery dates for regular recurring orders.

**I don't want my recurring orders over the Christmas period, how can I skip my recurring orders?**

1. Go to your account details
2. Manage Subscriptions
3. Manage upcoming orders
4. Skip order for relevant week



## **I want to receive some items on my recurring order but not everything – what do I do?**

Amend your recurring order for the specific date, as normal. Deadlines for amendments will be Fridays—**Friday the 18th Dec** for W/C 21st Dec and **Friday the 25th Dec** for W/C 28th Dec.

## **Can I add items to my regular box order?**

Yes, you can add items to your regular order.

- if general items, please add as normal.
- if the items are from the Christmas selection - please place a completely new order and select the remaining Christmas delivery date (ie Tues 22nd) or 'click & collect'. **Remember, by adding Christmas produce to your regular order, the date of delivery will be the date selected for your Christmas order, overriding the normal box delivery schedule in Table 1.**

## **Can I place an order for a fruit, veg & meat box and Christmas produce to 'click & collect' on the 23<sup>rd</sup> December?**

Yes, 'click & collect' orders can be collected from either Church Farm or Aldenham Country Park on Wed 23rd December only, subject to produce being available.

## **Will I be able to 'click & collect' my regular order between Christmas and New Year?**

Yes, regular box orders can be collected from Church Farm Ardeley and Aldenham Country Park on Thurs 31st December.

Please don't hesitate to contact us if you have any queries.

01438 861 447 or [theboxteam@churchfarmardeley.co.uk](mailto:theboxteam@churchfarmardeley.co.uk)

