

Collection

We have your meal ready for collection at the confirmed time. On arrival, please proceed to the restaurant entrance on right side of the building and ring the doorbell.

Owing to covid-19 restrictions we have no waiting area. If you wish you may call us from your vehicle to advise us of your arrival and we will bring your order outside.

After you ring the doorbell we will attend within a few minutes as the food items are kept in a hot cupboard and will be packaged when you arrive. This way we can keep your food hot.

We only take digital payment in advance. We may ask to verify your credit/debit card collection. PayPal can only be used for collection orders if you have ordered from us before.

Tip

In your vehicle wrap the food bags in a blanket to maintain temperature or use a cool box. Please read all **TIP's**

Delivery

We deliver in a temperature-controlled vehicle at agreed time. (Give or take 15 minutes either side) The vehicle's oven, fridge and cabin are regularly disinfected, and the driver will wear a mask and apply anti-virus gel before handling any containers and food packaging.

Please be available at the time of delivery as we will leave your order outside your door so that we may prevent any contact between you and the delivery driver.

By phone or sounding of the vehicle's horn the driver will warn you of arrival of your order.

We only take digital payment in advance. We may ask to verify your credit/debit card on delivery. PayPal can be used for deliveries.

Note that all deliveries will only be made to the address to which the payment method or gift voucher is registered. If an alternative payment method is required, please discuss this prior to delivery.

Tip

Please have your oven on at 65 Celsius so you can put all hot food on return to the kitchen immediately in the oven to prevent cooling down whilst serving up.

Place your plates, bowl etc. in the oven at 65 Celsius 20 minutes prior to return so they keep your food hot whilst serving up.

Most ovens have a "warm" setting which is normally 65 Celsius. Otherwise keep your plates etc at a temperature setting which allows you to only just hold plates with bare hands. If you can't touch them with bare hands, they are too hot!

Consider placing chilled foods in a refrigerator on arrival during hot weather.

The Trotting Chef

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