







SERVICE IN BRIEF


We deliver:


-  MONDAY- (Monday & Tuesday meals)
-  WEDNESDAY- (Wednesday & Thursday meals)
-  FRIDAY- (Friday, Saturday & Sunday meals)


-  There is a minimum order of 3 meals per week.


-  £7 for a main meal (if a dessert is required then will be an additional £1 per day)


-  You can add the sandwich snack option for just £3.00 extra a day (filled sandwich, packet of crisps and a chocolate roll) this can only be added when you order a main meal for that day.

-  Rolling 4 week menu ...what this means is... you give us your choices for 4 weeks, we put on the system and you don't have to contact us unless there is a problem or you wish to change a meal choice.

-  A meat, Fish or Vegetarian option to choose from most days.

-  Payment can be made weekly via cash, cheque, card or bank transfer on a Monday to:
Community Meals on Wheels LTD.
Account: 71706453
Sort: 51-61-15
(PLEASE LEAVE NAME AS REFERENCE)

-  Delivery time is between 10:00am and 2:30pm (no accurate timeslots will be given due to nature of business)

-  48hrs notice is required to order a meal.

- 🍴 If you decide to pay via standing order, PLEASE NOTE: You are solely responsible for cancelling or amending the standing order should your meal order change. Refunds will NOT be given if you have not cancelled or adjusted your payment.
- 🍴 Cancellations must be made 48 hours before a delivery is due to avoid being charged, this can be done by leaving a voicemail on 0800 086 2415.
- 🍴 All Meals are freshly made to order in Port Talbot , and delivered chilled to your door, our drivers will heat and plate up the meal for you if required (must have working microwave)
- 🍴 A traffic light system is used to notify next of kin of any issues or illness each day (example green everything is fine (no contact), orange something not right (we will call NOK) RED nasty fall emergency, we call ambulance then call NOK to update)
- 🍴 We like to do our bit as far as recycling goes... so please retain all main meal plastics, wash and return to your driver, these will be machine washed and re-used, if your containers are not returned you will be charged £1 per container on your bill.
- 🍴 To order please ring 0800 086 2415 there is an answerphone system in place, staff will endeavour to return your call within 3 working days or email communitymealsonwheels@outlook.com if you would prefer use our website please visit www.communitymealsonwheels.com.