



PHONE **01832 275433**

EMAIL **ADMIN@VOLUNTEERACTIONOUNDLER.ORG.UK**

March 2020

At this difficult time you may be looking for help from a name you already trust.

Opportunities to meet people for a chat and to go out for essential food and medications are likely to be severely limited for some time to come.

**WE STRONGLY RECOMMEND YOU FOLLOW CURRENT GOVERNMENT GUIDELINES**

- We still have a small group of volunteer drivers willing and able to **take you to medical appointments**. *Membership criteria apply and this will incur our usual costs\**.
- We are also offering a **prescription collection and delivery service**. *This is available to everyone in our area who is self-isolating. Our usual per mile costs apply\**.
- We may be able to help with **food shopping and delivery**. Because this is a fast changing situation, we are having to adapt each day. *Please call the office and ask how we can help. Membership criteria apply and this will incur our usual costs\**.
- We are offering a **friend-on-the-phone service**. If this is something you would like, call today to go on our list.

**Do not hesitate to call us. If we cannot help, we may know someone who can. Please do spread the word.**

- See our website [www.volunteeractionoundle.org.uk](http://www.volunteeractionoundle.org.uk) for details



Registered charity number: 1161080



Supported by East Northamptonshire Council

## **OUR IMPORTANT TERMS AND CONDITIONS**

1. YOU MUST BE A REGISTERED MEMBER TO USE THE DELIVERY SERVICE BUT CAN JOIN WHEN YOU PHONE IF YOU MEET OUR ELIGIBILITY CRITERIA
2. TO KEEP OUR DRIVERS SAFE FROM INFECTION, THEY CANNOT DELIVER INTO YOUR HOME SO WE WILL ASK FOR A PLACE TO DROP THE BAGS
3. PLEASE LET US KNOW WHEN BOOKING IF YOU HAVE TO PAY FOR YOUR PRESCRIPTIONS
4. YOU CAN PAY THE DRIVER CASH OR WE WILL VISIT LATER WITH A CARD READER MACHINE TO TAKE PAYMENT BY CONTACTLESS CARD OR WITH YOUR PIN. YOU CAN RETURN BAGS THEN OR AT ANY SUBSEQUENT DELIVERY
5. IF YOU FAIL TO SETTLE YOUR BILL WHEN ASKED YOU WILL BE IMMEDIATELY REMOVED FROM THE SERVICE
6. THERE WILL BE A MILEAGE COST ADDED TO THE COST OF THE SHOPPING IN LINE WITH OUR USUAL RULES (BASED ON 40P PER MILE)
7. SHOPPERS MAY BE UNABLE TO GET ITEMS FROM YOUR LIST. YOU WILL BE ASKED WHEN BOOKING THE DELIVERY IF YOU WILL ACCEPT SUBSTITUTIONS BUT THERE MAY BE SOME PRODUCTS WHICH ARE IN SHORT SUPPLY. WE WILL NOT BE SHOPPING AROUND TO FULFIL YOUR LIST – YOU CAN NOMINATE JUST ONE SHOP FOR US TO VISIT ON YOUR BEHALF
8. WE RESERVE THE RIGHT TO LIMIT THE NUMBER OF ITEMS YOU ORDER AND HOW OFTEN WE CAN HELP. (THIS IS A NEW SERVICE SO WE DO NOT CURRENTLY KNOW WHAT THE DEMAND WILL BE).

