



AT-HOME - CLICK AND COLLECT OR DELIVERY

## WE CAN'T WAIT TO GET BACK INTO THE KITCHEN AND START FEEDING OUR HUNGRY LOCALS.

We really appreciate all your support. Bear with us as we enter this brave new world and know that we are doing our best to make it as smooth and as safe as possible.

### Here's how it works

#### CLICK AND COLLECT

**Click on the link** in this website to take you through to our online ordering app. The first time you'll need to set up an account. After that your experience should be seamless.

When you arrive at Bistronomy you'll notice that we are observing social distancing guidelines and ask that you do too. Please stay in your car if possible. We'll have your order ready as close as to your pickup time as possible and will text you when it's ready. You can then come to the front door and pick up from our cordoned off click and collect table.

As much as we'd like to welcome you inside, we won't be able to. The click and collect area will be cleaned and sanitised by staff after each pickup.

#### DELIVERY

You can also **click on the link** for delivery. For direct orders we will be offering free delivery on orders of \$80 with in a 2.5km radius. Orders under \$80 will receive a \$9 delivery fee. There is no minimum order. Orders outside of the 2.5km radius but within 5km of Bistronomy will incur a \$15 delivery fee. DeliverEasy will also be delivering for us but have their own system of fees.

Drivers will be bistronomy staff or employers of DeliverEasy. All of our drivers will be following strict hygiene rules.

We will be making deliveries at half hour intervals and will be delivering your order as close to your desired delivery time as possible. Upon arrival our staff will place your order on your doorstep and text you to let you know it is there. We will wait at a safe distance until you've picked up your order.

The cars that our bistronomers are using for delivery will not be swapped around. They will not have any passengers. Steering wheels, door handles, gear sticks and handbrakes will be sanitised at the end of each shift.

#### HYGIENE

Please rest assured that all Bistronomers, chefs and front staff alike will be following strict, government recommended hygiene rules. The safety of our staff and customers is our most important concern.

#### PACKAGING

All of our food will be packed into food-safe compostable containers. And transported to your door in heat retaining bags. We recommend you consume as soon as possible.

Thanks again and see you in level 2!