



.COM RECEPTION OF PREPAID GROCERY ORDERS

Charnwood 2016 will provide a reception service for the delivery of prepaid grocery orders for campers and staff. Any contract for the supply of prepaid grocery orders is between the person placing the order and the supplying company.

1. The .COM reception service will be open for deliveries/collections from 12 noon – 6.00pm on Friday 29th July, and 10.00am – 6.00pm daily from Saturday 30 July – Friday 5 August. Orders that contain Milk/Bread for breakfast, from Post Office/Manor Organic Farm in Long Whatton only, may be delivered/collected between 7.00am – 8.00am from Sunday 31 July – Saturday 6 August. Charnwood 2016 will not accept responsibility for any goods delivered/remaining uncollected outside of these hours.
2. Campers may order with any company* who will deliver prepaid grocery orders, provided that the camp is given details of the order (see form below) before delivery. You should send the information as soon as possible and ideally no later than the week 9 - 15 July, but certainly as soon as the delivery time has been confirmed – this information is required for logistical and security reasons. Any deliveries not notified to the .COM reception service will be refused entry. You may wish to make an early booking of delivery time slot(s). **N.B. For those not familiar with ordering online, please be aware that to get the best choice of delivery slots you should try and reserve a slot as early as you can (some companies will not allow you to do this until 3 weeks before delivery date). A slot can be reserved by making a small order which may be added to at a later date.**
3. A leader, aged 18 or over, from the group placing an order must be at .COM Reception to receive your order. The person coming to receive goods should be authorised to accept/reject substitutions if this is a service offered by your chosen supplier. If, in extreme circumstances (and if your supplier is happy to leave goods), a leader cannot be present, a member of Charnwood staff will sign for the goods “unchecked”. No responsibility will be taken by Charnwood staff for any shortages/substitutions. When orders are accepted in this way, they will only be released to a leader from the camping group, aged 18 or over, with a Charnwood ID. (In the case of groups camping on Non Stop 00s Sub Camp without leaders the person collecting the order may be under the age of 18, but must bring some form of ID with them so that we know we are giving the order to the right person)
4. The .COM reception service will provide a telephone (for outgoing calls) and internet point for queries/amendments to orders (in line with the normal procedures of the company being used). Please remember that if you “log on” to your order at camp for the purpose of checking/amendment, you must remember to “check out” properly to ensure that your order is not cancelled.



5. All goods must be prepaid before delivery - billing address must be your own home address. You should use your own email address when registering with your chosen supplier.
6. Delivery Address is:

Camping Group name and GRP number or Staff name and number (Important in order that YOU receive YOUR order!!), (plus name of sub camp if space allows), Charnwood 2016, Whatton Estate, Long Whatton, Loughborough LE12 5BG

You must also provide the company you are ordering from with the name and mobile number of someone from your group that they can contact at camp about your order if they need to e.g. to discuss any proposed substitutions.

Instructions to the driver could include a request to phone you on your mobile when goods are on their way so that you can be at the .COM Reception when goods arrive.

You must notify .COM Reception of any problems with delivering at the appointed time advised by your delivery driver

7. You are advised that you should have sufficient equipment (poles/broom handles/trolleys)/people with you at camp for transporting goods back to your sub camp from .COM reception.



* We have spoken to Asda, Ocado, Waitrose, Tesco, Sainsbury's, Morrisons and the Post Office and Farm in Long Whatton.



CHARNWOOD 2016

Supplier	Helpline/Contact details	Delivery Information - Must be within 10.00am – 6.00pm (or 12 noon – 8.00pm on Friday 29 July) unless otherwise stated.
Asda http://groceries.asda.com/asda-estore/index.jsp	Long Eaton 0115 983 6100 Main Helpline 0800 952 6060	1 hour time slot. No particular times requested
Ocado www.ocado.com	0345 399 1122 or 0345 656 1234	1 hour time slot. No particular times requested. Need to make it plain that orders are for Scout and Guide International Camp.
Sainsbury's www.sainsburys.co.uk/groceries	Leicester North 0116 280 1200 If ordering "in bulk" i.e. more than 12 of a particular item, you need to order through 0800 328 1700 so that they can make sure the store will have enough stock.	1 hour time slot. No particular times requested.
Tesco http://www.tesco.com/groceries/	Loughborough 01509 833832	1 hour time slot.
Morrisons www.morrisons.com	0345 322 0000	1 hour slot.
Post Office Long Whatton (See Order Form)	Post Office and Store 63 Main Street Long Whatton LE12 5DF 01509 842264 pamt11l3y@hotmail.com	By arrangement. Orders that contain milk/bread for breakfast may be delivered between 7.00am – 8.00am.
www.manororganicfarm.co.uk/ (See Order Form)	Manor Organic Farm Main Street Long Whatton LE12 5DF 01509 646413 mail@manororganicfarm.co.uk	By arrangement. Orders that contain milk/bread for breakfast may be delivered between 7.00am – 8.00am.