

MOBILE COMMUNITY
FOOD PANTRY
ST HELENS BOROUGH

TERMS AND CONDITIONS

Here are some things all members need to know. For more info about the mobile pantry, opening times and contacts please visit www.sthelensmobilepantry.org.uk

Your Local Pantry Membership

- Limited memberships are available at each pantry.
- Membership is awarded on a first come, first served basis. Any applications received after maximum number of subscriptions reached will be placed on a waiting list.
- Membership entitles you to visit once a week.
- Membership is restricted to one per household. Proof of address e.g. utility bill may be requested.
- You can pay your membership fee by cash, card. Please ask a member of the team for further details.
- Your Local Pantry reserves the right to archive or refuse your membership. For example:
 - a) You do not use the pantry for a while,
 - b) You move away from the area,
 - c) You are found to be abusive towards staff, a volunteer or fellow members.

Things to know when you visit

- Members must bring their membership card and a shopping bag each time they visit;
- To ensure that members get a fair share we may place limits on certain items;
- There is no guaranteed availability of any item week from week.

About the food

- If you suffer from food allergies or intolerances and are unsure about the ingredients in a product, please ask the pantry coordinator or the pantry driver/assistant.
- Your Local Pantry may receive some food products that come without labelling, however in these cases your pantry will provide a list of ingredients on a separate sheet. Should you not receive one of these, please ask a pantry volunteer.
- Your Local Pantry may also stock items which have passed their 'best before' date. Best before indicates quality, not safety. When this date has passed, it doesn't mean that the food will be harmful. The important date to look out for is the 'use by' date – do not consume food past its use by date.

How we use your data

- Information about you is stored safely and only used to facilitate your membership. Please read our privacy notice here: <https://www.yourlocalpantry.co.uk/privacy-notice/>