

# ECOMMERCE FAQs



## TURN AROUND TIMES

When placing an order, please be cognizant of the turnaround times. Turnaround times vary based on the date of your order to ensure we have sufficient time to process and execute your delivery. These periods are subject to change depending on demand and capacity.



## FOOD ALLERGIES & DIETARY RESTRICTIONS

*elle cuisine* is not an allergen free facility. While certain menu items indicate they are allergen free, we cannot guarantee zero cross-contamination for any allergy or dietary concern. *elle cuisine* follows all recommended food safety guidelines during preparation and delivery. We are not responsible for food safety once items have been delivered.

## SUBSTITUTIONS & MODIFICATIONS

We cannot accommodate any substitutions or modifications. We offer a wide variety of items that can support most allergies and dietary restrictions. When placing your order, please ensure you select items that suit your guests' needs.



## DELIVERY

For delivery orders, please be phone-accessible during the delivery window. The driver will call upon arrival. If a second delivery attempt is required, additional fees may apply.

## SET UP TIMING

Our team requires a 2 hour window within which to deliver and set up before the guests arrive/plan to eat. The timing for this window may vary depending on guest count and breadth of menu. It is important to note that our team is Food Handler certified and trained in *elle's* standards for presentation.



## LOADING DOCK ACCESS & SECURITY CHECK IN PROCEDURE

It is critical that our team is prepared with the following information to ensure a smooth and seamless delivery – please be sure to consider the below and provide detailed information in the **delivery instructions** section at check out.

- where can our team check in with your on-site receiver?
- who is our team's point of contact on-site (please include a name and phone number)?
- where can we park/unload? Is there a designated loading dock/area?
- do we need to check in with security?
- are we required to use a service elevator or may our team enter through the main entrance?
- is any sort of pass/key card required to enter the building/office?



## PLATTER PICK UP

Our team will pick up your platters the following day or the Monday after if the event date is a Friday or over the weekend. The pick up window is between 12:30pm and 3pm. If there are any conflicts with this timing, please let our team know by emailing [info@ellecuisine.ca](mailto:info@ellecuisine.ca). Please also advise if there are any flags or instructions for our pick up team. Note, we cannot accommodate same day pick ups.

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## FOOD SAFETY

Food is safe at room temperature for a total of 4 hours. Our room temperature buffet options and grazing boards are designed to travel well and sit out safely for 2-4 hours. Food is safe in hot boxes, chafing dishes, warmers, for 4+ hours. That said, we recommend that it is eaten within 1.5-2 hours for quality's sake.



## CANCELLATION

Your order is 100% placed once payment has been processed successfully and you receive an order confirmation. Orders are final and non-refundable once placed.

## SERVICE FEE

There is a 10% service fee applied to all ecommerce orders. This covers the administrative work required to process and fulfil your order.



## COVID-19 PROTOCOLS

As of March 21, our staff will continue to wear masks while working events. We have a vaccine policy at elle cuisine. All employees are double vaccinated. We follow strict public health guidelines when it comes to COVID-19 protocols and safety measures.

## DISPOSABLES

We are happy to supply eco-friendly **disposables** for your order. At check out, please select the disposables check box to add them to your order. These include napkins, plates, cutlery, and serving utensils.



## MINIMUM SPENDS

A minimum spend of \$300 (before taxes and fees) applies to each delivery order. \*unless otherwise noted, subject to change based on menu offerings.

## FOOD COST & SUPPLY CHAIN

The industry has been hampered by limited supplies of everything - from fryer oil and dish soap, packaging materials, to disposables, kitchen equipment or replacement parts. Covid-19 has had a particularly negative impact on agricultural production and meatpacking in North America. Costs for supplies have increased by 50%-200%. Unfortunately, in this current climate, elle cuisine cannot guarantee the availability or affordability of an ingredient. As such, menus are subject to change.



## SUSTAINABILITY

*elle cuisine* recognizes their role in ensuring we do our part towards making our planet a greener place. We are committed to 'green' practices that promise to limit landfill waste. From kitchen prep to event execution, we practice these guidelines:

1. Recycling & green waste.
2. Eco-friendly cleaning supplies & reusable towels.
3. Reduce the use of plastics at every opportunity.
4. We encourage the use of glassware over disposables, as it can be cleaned and reused.

Disposables, when requested by the client, are biodegradable and/or made from recycled materials.