

LIGHTHOUSE FOOD CLUB - Terms and Conditions of Membership

Thank you for applying to become a member. This is a summary of the key things you need to know. For further information please speak to a member of staff.

Section A - Membership

- A1. Access is initially limited to one visit to the shop per week where you can have up to 15 items from our new range of food items for just £3.50, normally worth over £20, you'll also receive a free Cool Bag and there will also be other essential items on sale for a small fee if required. There will be other support services in place if needed and there will be a review from time to time to assess your situation. If you lose your cooler bag you will not be able to collect fresh and frozen food items however a new one can be purchased for £5 or you can bring your own.
- A2. Our Essentials Medium Food Boxes are available for members who can't come into the shop. They are available once per week and depending on availability they will consist of Bread, Milk, Eggs, fish, soup, beans, rice, jar sauce, pasta, cereal, fruit, veg, tea etc. The boxes are worth over £20 however for members just £3.50 per box plus delivery costs, see section D.
- A3. Opening times initially 2 days per week, Tuesdays 12-6pm and Thursdays 10am-4pm.
- A4. Membership is awarded on a first come first served basis. Any membership received after we reach 70 households will be placed on a waiting list.
- A5. Membership is restricted to one person per household; proof of address must be provided at registration e.g. utility bill.
- A6. This service will be available to anyone who is in a vulnerable position, this might be isolated, elderly, disability, or low income. The only criteria for joining the Food Club will be to have an initial consultation with one of the Lighthouse Team within the first 3 months of signing up.
- A7. Membership is £4 per year (non-refundable)
- A8. The Lighthouse Community Food Club reserves the right to cancel or refuse your membership. Examples include:
- A8.1 If you do not use the Community Food Club for four consecutive weeks
- A8.2 You move outside of the Liskeard and Looe area
- A8.3 If you are accessing more than one food club site, at a time, over the course of your membership
- A8.4 You are found to be abusive/aggressive towards staff, volunteers or customers.
- A9. If membership is cancelled due to non-attendance you can reapply but may be placed on a waiting list.
- A10. By becoming a member, I agree to work with staff from the Lighthouse Community Food Club to support me with any of the following issues: Money/debt issues, benefits advice, housing, training and employment, volunteering and health and wellbeing.

Section B - Using the Community Club

- B1. Items available may vary from week to week due to the different suppliers we use.
- B2. To ensure that members get a fair share of the stock available we may limit some products to allow for one per customer.
- B3. You may in the future be provided with an allocated time slot, this is to ensure that we are able to manage the flow of members attending.
- B4. If this happens and you are unable to attend your session, please contact the centre and inform a member of staff.
- B5. Frozen and chilled items can only be collected in the cool bag that will be supplied when joining the Food Club.

Section C - Food Information

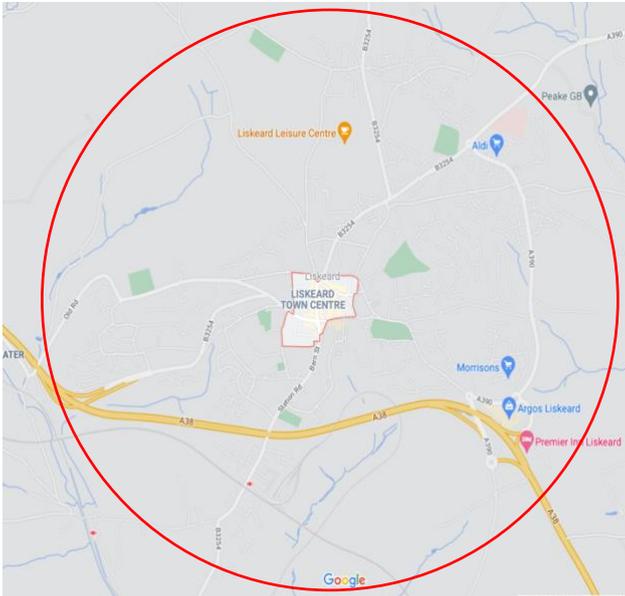
- C1. If you suffer from food allergies or intolerances and are unsure about the ingredients in a product, please ask one of the team members for more information.

C2. We may stock items which have passed their Best Before date. Best Before dates are about quality, not safety. When this date has passed, it does not mean that the food will be harmful, but it might begin to lose its flavour or texture. These items will be clearly marked.

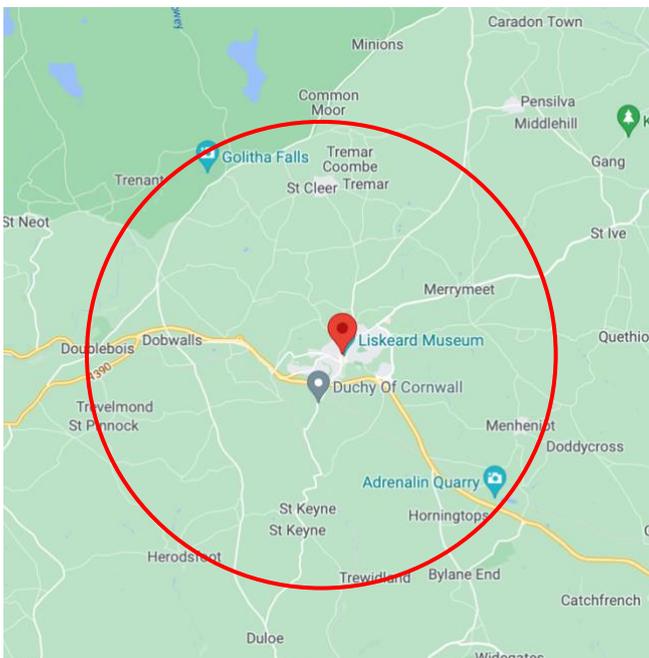
Section D – Delivery

D1. Delivery is available, charges apply.

D2. £1 within a 1-mile radius, see map below:



D3. £2.50 within a 4-mile radius see map below:



D4. If you require a delivery outside the 4-mile radius please get in touch.

26. Membership Terms & Conditions Declaration

I have read and agreed to the terms of conditions stated above:

Date:

Name:

Signed: