



Order Process

You can place your Christmas order with us via one of the following methods:

- Shop online via our website www.smithsbutcher.co.uk
- Write out your order on our Christmas Order Form and return it in the shop
- Call us on 01206 302939 to place your order over the phone

Order Deadlines

We will require orders for Oven Ready Whole Turkeys before 9th December to guarantee size.

All other orders are required before 16th December.

Shop Opening Times

For the week commencing Monday 21st December, our Christmas opening hours will change to the following:

Monday 21st Shop Closed

Tuesday 22nd Shop Closed *

Wednesday 23rd Open 8am – 2pm *

Thursday 24th Open 7.30am – 12pm *

**Collections and Home Deliveries available to pre book*

Christmas Closure

We will be closed from 12pm on Christmas Eve, and will reopen on Wednesday 6th January 2021. This allows us time to restock fresh for the new year, but also to give our wonderful staff a well-deserved break.

New Year's Eve/Day

As the shop will be closed over the New Year period, we would recommend that you include any meats for your New Year celebrations within your Christmas order. If you would like anything to be specially packed ready for the freezer, then please let us know.

Payment Options

Orders made via our online shop will require immediate payment on the website either by Debit or Credit card.

For orders made over the phone or via the completed form, we will telephone you on the day before your booked delivery/collection to take a payment over the phone via Debit or Credit card. This allows us to continue to offer a contact free and efficient service.

If you would like to purchase any additional items from the shop counter, we are accepting cash or card payments (preferably contactless where possible).

Covid-19 Procedures

We are regularly reviewing our procedures to ensure that we remain compliant with government legislations. We will continue to take the following action to ensure the shop remains a safe environment for both our customers and staff:

- Face coverings are to be worn at all times;
- Perspex screen over the shop counter, separating customers and staff;
- Limit of two customers in the shop at any one time;
- Social distancing between households, both in the shop and whilst queuing outside;
- Our shop entrance is open which helps keep the shop well ventilated with fresh air supply;
- Hand sanitiser available to use at the shop entrance;
- Signage to provide clear guidance to customers on social distancing and hygiene procedures.