



apetito Ltd  
Office 1, Robert House  
Unit R Rudford Industrial Estate  
Ford, Arundel  
West Sussex, BN18 0BF.  
TEL: **01903 718893**

Good Morning/Afternoon,

Please accept this letter as an introduction to **Apetito**, the **West Sussex County Councils Meals on Wheels** Service provider for your area.

Apetito deliver a two-course hot nutritious meal into your home 7 days a week, 365 days a year. There are no contracts and no delivery costs. It is suitable for long-short term use and you can stop and start the service whenever you like.

All our meals are cooked in our chef mobils and delivered hot to your door by our DBS drivers, who will also conduct a daily safe and wellbeing check.

The cost of a two-course meal is **£5.85\*** for customers on a care package or who are 65+ with a long-term medical condition otherwise its **£7.02\***. For an extra £1 customers can receive a third course.

We can also provide a tea time pack which includes a sandwich, cake and piece of fruit which is delivered with your hot meal and costs **£3.40\***.

Key Info -

- Hot meal delivered 7 days a week, 365 days a year.
- Suitable for long term or short term help i.e. hospital recovery, illness etc.
- Daily safe and wellbeing checks.
- No contract. Can have 1-7 days a week and stop and restart the service.
- Meals cooked en-route in our Chef Mobil.

If you have any further questions or if you would like to set up the service then please call our friendly office team on **01903 718893**, 9:00am – 4:00pm Monday – Sunday alternatively please email [\*\*westsussex.office@apetito.co.uk\*\*](mailto:westsussex.office@apetito.co.uk). \*Prices correct at time of print but are subject to change.

Kind Regards

Sarah Ayres, West Sussex Depot Manager



## Frequently Asked Questions

**Q. How do I place my orders?**

A. All you must do is complete your weekly menu sheets and return via the driver so that we can ensure your choices are available for you. Your choices can also be emailed or telephoned over to us on a weekly or monthly basis, whichever is more convenient for you.

**Q. Can I change the menu to suit me?**

A. You can choose from a wide range of meals and desserts to cover the number of days you wish to receive the service from the menus supplied. If you have a special diet, we will where possible accommodate you. All our meals are suitable for diabetics, plus there is a range of gluten free, soft, pureed and vegetarian meals available if required.

Menus are reviewed periodically to incorporate both variety and seasonal changes

**Q. Will my meals always be delivered at the same time?**

A. We will try and make sure they arrive to you at a regular time each day and if there is a delay, we will always try to let you know in good time. Meals are delivered between **11:00am – 2:00pm, 7days a week – 365 days a year**. If you are unable to get to the door safely, the installation of a key safe by a family member may be advisable.

**Q. What if I'm out when my meal is delivered, can this be left somewhere safe for me?**

A. Unfortunately, our drivers are not allowed to leave your meal for you if you are not at home to receive it. Our meals are delivered to you hot and ready to eat. **For your own safety, we do not recommend you reheat the meal and eat it later. If we try to deliver to you and you are not at home we will always try to contact you, a relative or the council so that we can make sure that you are safe and well.**

**Q. What if I need to cancel my order or change my delivery date?**

A. Simply call our office on **01903 718893** before **10am** on the day of delivery and we'll cancel your meal with no charge.

**Q. How do I pay for my service?**

A. Payments are made by Direct Debit. You will receive your Direct Debit Mandate form in the post, once received simply complete and return in the envelope provided, please ensure this has been setup within 14 days of commencement of the service. If you require an additional form, please contact the office on 01903 718893 to request a new one. (Please note that a separate Direct Debit would be required for each customer account and for each Teatime Pack).

If you would prefer a friend or relative to pay by account, please contact us to let us know their contact details and this will be arranged for you.

If you have any further questions or there is anything you are unsure of, please contact the office on **01903 718893**.