

Your Local Pantry

Membership Rules



Thank you for applying to become a member. This is a summary of the key things you need to know; for further information about opening times and products please visit Your Local Pantry.

Membership

- 150 memberships are available at each Pantry.
- Membership is awarded on a first come first basis and any applications received after meeting the 150 available will be placed on a waiting list.
- Membership entitles you to **one visit per week**
- Membership is restricted to one per household; proof you live there must be provided e.g. utility bill
- Membership is **£3.50 per week**, you can pay by cash or standing order. Please ask if you'd like help with setting up a bank account.
- Your Local Pantry reserves the right to cancel or refuse your membership. Examples include
 - If you do not use the Pantry **in over a three week period**
 - You move away from the area
 - You are found to be abusive towards the Pantry's volunteer or customers
- If membership is cancelled due to non-attendance you can reapply but may be placed on a waiting list.
- Membership is **reviewed every 3 months**
- Pantry members paying **£10.50** by standing order receive a 'free shop' each month. This equates to 12 free Pantry shops each year. These free shops cover; bank holidays, seasonal closing and any occasions you are unable to visit the Pantry. No refunds or 'double shops' will be given. If you are going on holiday for several weeks you may want to consider postponing your standing order payments.
- Membership is for Stockport residents who meet the criteria and live in the catchment area of a Pantry. To find out where your nearest Pantry is, please check on the Pantry website www.yourlocalpantry.co.uk/find-us or ring **0161 474 4760**

Using the Pantry

- Members must **show their membership card and receipt of payment** to the Pantry shop assistant; members paying by Standing Order will be able to collect receipts from the Pantry itself.
- To comply with food safety regulations stipulated by The Pantry's suppliers you **must bring and use the freezer bags** loaned to you by The Pantry. Failure to do so will prevent you from accessing your weekly Pantry shop
- Members must also **provide an up-to-date temperature reading** from their fridge and freezer (using the thermometers loaned to you by the pantry). For food to be supplied fridges must read a temperature of between 2^oc to 4^oc and freezers must measure between -18^oc to -23^oc
- Freezer bags and thermometers loaned to pantry members remain the property of Your Local Pantry and must be returned if membership is cancelled.
- Items available may vary from week to week due to the different suppliers the Pantry uses.
- To ensure that members get a fair share of the stock available, we may limit some to allow for one per customer.
- There is no guaranteed availability of any item week from week.

Food information

- If you suffer from food allergies or intolerances and are unsure about the ingredients in a product. Please ask one of our trained members of staff for further information.
- Your Local Pantry may receive some food products that come without labelling, however in these cases the Pantry will provide a list of ingredients on a separate ingredients sheet. Should you not receive one of these, please ask a Pantry volunteer.
- Your Local Pantry may also stock items which have past their best before date. Best Before dates are about quality, not safety. When this date has passed, it doesn't mean that the food will be harmful, but it might begin to lose its flavour or texture. These items will be clearly marked.

How we use your Membership information

- Your Membership information is stored and processed securely in line with Stockport Homes Group's policies and procedures. More information can be found on our website: www.stockporthomes.org/about-us/open-and-transparent/information-governance/

I have read and understood the above terms and conditions.

Signed: