

Grantham Customer Order Collections

Instruction for Collection

Please use the following address and postcode:

**Brakes and Brakes Food Shop, Palmer Road, A1 Triangle, Gonerby – Moor,
Palmer Road, Grantham, Lincolnshire, NG32 2 BW**

Collection Point

As you arrive at your destination please take the **Gatehouse** entry point (2nd entrance).

You will be required to stop at the security barrier and give your name and car registration number to the security guard, the guard will also confirm your order number.

You will be allowed onto the site car park and drive to the customer order collection point. A colleague will come to you in your designated car parking position, the colleague dealing with your order will navigate you to your collection point (you may have to move your car to the collection zone).

At the point of collection (maintaining the 2m rule) you will be met by a representative from the site who will confirm your order details and place your order in a position for you to pack your order into your vehicle.

Health & Safety – Please familiarise yourself with the following rules ahead of your collection

- Please do not turn up early for your appointment – we have a strictly controlled time slot and you will not be allowed on site until the agreed time.
- When you arrive at the collection point please reverse park.
- Take extra care when reverse parking
- No children are allowed out of the vehicle when on site.
- Failure to do so will result in you being asked to leave site and your order will not be available.
- Once the order is ready please take this immediately and leave the customer parking area.
- You will be responsible for moving your order to your vehicle. There will be no assistance available due to social distancing measures.
- Please bring your own pen to sign for receipt of items to minimise the spread of COVID 19 with other customers