



## Raw Dog Food Cornwall Click & Collect Information

Thank you for shopping with Raw Dog Food Cornwall. The following information will ensure that you can pick up your Click & Collect order as quickly and easily as possible.

### How Our Click & Collect Service Works

Orders take approximately 2 hours to process. Once your order has been processed and is ready to collect we will email you to let you know. Please do not attempt to collect your order before you have received an email from us, as it will not be ready. Below you will find our cut-off times for same day collection. If you place an order after these cut-off times your order will not be ready until the following day. Once ready we will hold your order for 3 working days. After that you will be refunded, minus a 20% restocking fee.

### Cut-off Times

Monday - Friday: 2pm Cut-off  
Saturday - Sunday: 12pm Cut-off

### Opening Hours

Please take note of the collection hours below. All collections must be made within these opening times:

Monday - Friday: 10am - 5pm  
Saturday: 11am - 3pm  
Sunday: 12pm - 3pm

### Getting Here

Please take your time to understand the following collection details:

- The car park is marked and signposted as Doggy Day Care Cornwall.
- **On arrival please park and call Jordan on 07803 281908, stating your surname and that you are here to collect an order.**
- A member of staff will bring your order to you.
- Due to licensing restrictions from our sister company Doggy Day Care Cornwall, which is run at the same location, **please do not walk up the path** to our facility.
- **Please do not attempt to collect your order before receiving an email informing you that it is ready.**

### Arrival Directions

- From the A30 Penzance / St Ives roundabout take the turning to Hayle, follow the brown signs to Nature Reserve and Coast to Coast Go Carting. Please see map below.
- Before the first bridge you will go past the RSPB Nature Reserve on your

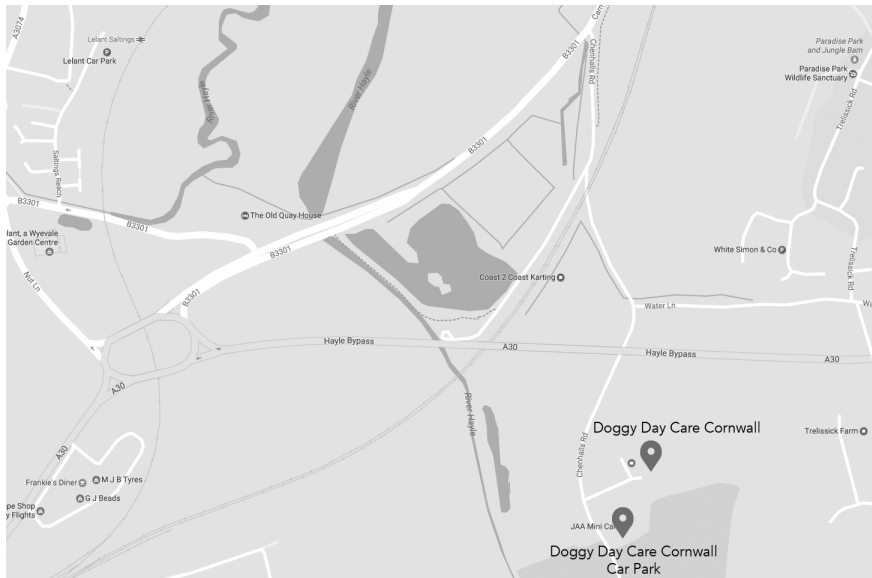


right, then Coast to Coast Go Carts, following around the bend you will go under the A30 bridge.

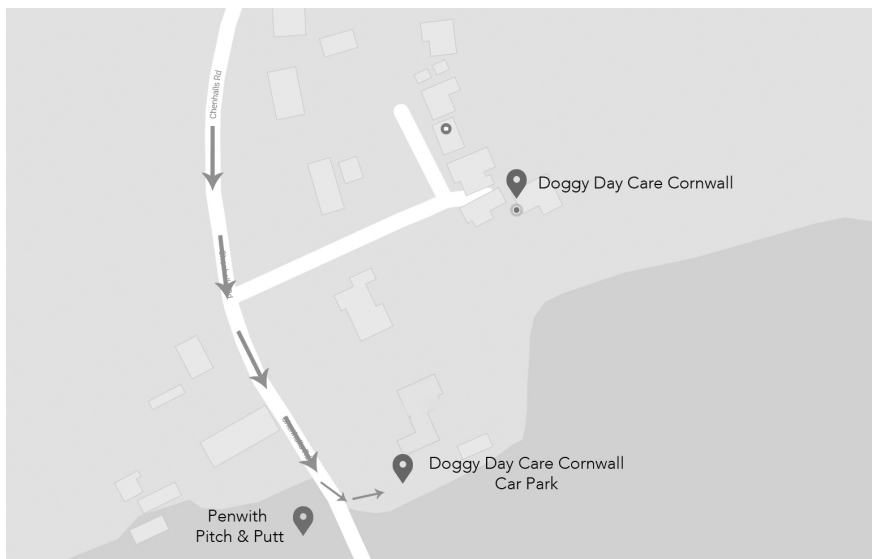
- Once under the bridge, Doggy Day Care Cornwall's car park is the fifth turning on your left, just opposite Penwith Pitch & Putt and only 70 metres past the turning for Cledma Bank with the white boulders on the grass verge.
- The car park entrance is signposted as Doggy Day Care Cornwall. Please slow to turn into the car park. Once parked please wait and a member of staff will meet you upon arrival.

## WHILST APPROACHING THE CAR PARK PLEASE BE AWARE OF LOCAL RESIDENTS AND DRIVE WITH CARE

### Map of local area



### Map of Doggy Day Care Cornwall's car park





## Car park entrance



## Final Questions

We are here to help. If you have any further questions please don't hesitate to email us at [hello@rawdogfoodcornwall.co.uk](mailto:hello@rawdogfoodcornwall.co.uk) or call 01736 317124.

We look forward to meeting you,

Jordan and the team at Raw Dog Food Cornwall.