



The Green House

Eat Well

Live Lightly

Love Life

Joining A Box Delivery Scheme

Welcome to The Green House

The Green House aims to bring local, seasonal and organic food to the widest audience and to show that eating well need not be the preserve of the few. We are part of a range of small businesses based at Gold Hill Organic Farm, all of which actively promote the 'bounty' of the local area and the farm itself is one of our organic fresh produce suppliers. The Green House is more than just fruit and vegetables, however; here you can buy bread, milk, cheese, meat, organic ready meals, ice-cream, cakes, cereal, eggs, fish and general groceries, some of which are produced locally. We also recognise that choice is fundamental to the shopper so our product range includes organic and Fairtrade products from around the globe. Your household cleaning and washing needs, your pets, even your reading matter, have all been thought about at The Green House. In this leaflet we hope to explain why we do what we do and how you can be part of the change in the nation's shopping and eating habits.

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When To Order and How To Pay

For a **Wednesday** delivery your orders need to be placed by **4pm** on **Monday** afternoon, for a **Thursday** or **Friday** delivery your deadline is **4pm** on **Tuesday**. We accept cheques and all major cards for payment. We try to avoid cash if possible to ensure the safety of our delivery driver.

Our Buying Policy

Our Buying Policy is very important to us and we are always happy to discuss the motivation behind our choices. In essence our policy is to source products as locally as possible and only when those supplies are exhausted do we look further afield. Where we can, we visit our local producers to ensure their ethics tally with our own; otherwise we rely on the organic certification bodies, particularly The Soil Association, to ensure that any product we sell you is produced and processed to strict animal welfare and environmental standards.

Provenance of Fresh Produce

We buy our vegetables and herbs from Andrew and Sara Cross here at Gold Hill Organic Farm; these are supplemented by fresh produce from Somerset Organic Link who represent organic producers and wholesalers in the South West. We also purchase from Langridge Organic Wholesale, whose buying policy closely mirrors our own.

Seasonal Produce

We are very conscious of buying seasonally but your box will occasionally include some organic fresh produce from abroad, particularly in the winter months. We feel this is fully justified in that we have to consider variety in your boxes at this time of year.

How Does Home Delivery Work?

After your initial enquiry you will receive a Welcome Pack and you can then place your first order. Our Home Delivery Manager, Kelly will try to prompt you if she has not received your order by the deadline and will note any additions or changes to your box. If you do not wish to place an order that week simply let her know. We value the flexibility of our scheme and there is every opportunity to pick and mix.

Choosing The Right Box For You

Whether you are a family or a single person, The Green House has the right box for you. Our box selection looks like this:

- Small Vegetable Box – about right for two people (£5)
- Medium Vegetable Box – for four (£8)
- Large Vegetable Box – two or more hungry adults (£11)
- Fruit Bags – enough for two fruit eaters (£5.50)
- Meat Box – basic meat items for a family of 3-4 (£25 or less)
- Meat and Fish Combination Box – as above (£25 or less)
- Fish Box – 4 or 5 fish items for family mealtimes (£25 or less)

Pick and Mix

Flexibility is what sets our scheme apart from others. You may wish to purchase only your dry goods from us or you may want a meat box one week, a fish box every month and a vegetable box every other week; all scenarios are possible. We also keep a list of customer likes and dislikes so if we need to substitute at the last minute we won't give you something you hate; unlike other box schemes we see no point in giving you produce you are unlikely to eat.

Customer Wish List

The shop provides a Customer Wish List, also available to Box Delivery Customers. We can order in products you regularly buy elsewhere, although you may have to buy in significant quantities as we will have to buy in bulk from the wholesaler.

Becoming A Drop-Off Point

If you know a group of people in your area that would like to join our box scheme then you may wish to **become a drop-off point**. We deliver **free** to your place of work, for example, or to a school drop off point for you to organize distribution. Payment and administration procedures remain our responsibility. Call us for details.

The Get Fresh Scheme

The Get Fresh Scheme was introduced in Dorset to promote healthy eating in rural areas where it can often be difficult to access fresh, affordable produce. The Green House has teamed up with Dorset Food and Health Trust to bring fresh, organic food to hard-to-reach communities. Customers in these designated areas receive a 20% discount on their fresh foods. Speak to us to find out if you live in one of the qualifying areas and mention 'Get Fresh' when you call.

Who Are The Green House Team?

The Green House, owned by Maria Timperley, was formed in 2001 and has expanded rapidly, changing premises several times until it found its present home here on Gold Hill Organic Farm. The shop now includes a first floor selling ethically produced toys, clothes for both children and adults, Fairtrade linen and books. Irene looks after the shop, assisted by Holly, our Saturday girl, although you will frequently see Maria behind the counter; her way of ensuring she knows what customers are buying and what they might want in the future. She also provides endless good advice on food and cooking for those times when you are stuck for inspiration. Kelly, the Home Delivery Manager you will come to know well. Behind the scenes, Adrian Goodhand ensures the shop runs in the most environmentally efficient way possible, Sam delivers your boxes and Charlotte manages written communication.

Re-Using Delivery Boxes

Please return your delivery boxes to us so that we can re-use or re-cycle them.

Frequently Asked Questions

Is there a delivery charge?

There is a small delivery charge within our distribution area and our administrator will discuss this with you. Our delivery charge is the same whatever you order and you will see this as a separate item on your invoice. Beyond our distribution area orders will incur a delivery charge of £5.

Do I need to place an order every week?

No, we respond solely to your requirements.

What happens if I don't like something in the vegetable box or fruit bag?

We are very happy to substitute up to two items in your fresh produce boxes.

What happens to my order if it's raining?

Please specify a particular place to leave your box during bad weather and as an extra safeguard we advise customers to leave out a bin liner so we can ensure your goods are in good condition when you retrieve them.

Can I specify a delivery time?

We cannot guarantee a particular delivery time but if you prefer a morning to an afternoon delivery we will certainly work towards accommodating you.

Do you cater from those with food allergies or intolerances?

The shop has an extensive range of products suitable for those with allergies, for example, gluten free products, rice, corn and hemp alternatives to wheat and a wide selection of non-dairy products, including rice and soya milk. Consult our brochure for full details.

Do I have to have a vegetable box?

No, there is no requirement to have fresh produce. You may wish to order only dry goods on a periodic basis, for example.

Is there a minimum spend?

There is no minimum spend but you will obviously wish to make it worth your while paying the delivery charge.

Our Producers

We champion our local producers and below is a list, by no means conclusive, of producers we purchase from in this area. The South West is alive with food craftsmen and those opposed to mass-production in food and we wholly endorse their ethos.

Ceres Bakery, Yeovil
Cranborne Rare Breeds Meat, Wimborne
Bower Organic Pork, Stourpaine
Long Crichel Bakery near Wimborne
Honeybuns near Sherborne
Michael Coward Organic Eggs, Shaftesbury
South Devon Chilli Farm, Devon
Manor Farm Organic Milk, Godmanstone
Pampered Pigs, Rye Hill Farm, Bere Regis
Gold Hill Organic Farm Beef, Vegetables and Herbs, Child Okeford
Seafoods of Stalbridge
Dorset Lavender Soaps
Field Honey Farms, Swanage
Fudges Bakery, Stalbridge
Dorset Cereals in Dorchester
Dorset Down Mushrooms, Sherborne
Sheppy Organic Cider, Somerset
Barford Farm Ice Cream, Sturminster Marshall
Zoe's Chocolates, Bridport
Anousta Ski-Friendly Beauty, Salisbury

I Want To Join The Box Scheme, What Do I Do Now?

Contact Kelly either by phone on 01258 863716 or email her at sales@thegreenhouse.biz. She will discuss your order with you and take contact and payment details. You will then receive our Welcome Pack containing details of all the services we offer, some free samples and a £5 voucher with our compliments. We very much look forward to hearing from you and welcome feedback at any time.