

House Rules Food Bank Deventer

Welcome to Food Bank Deventer!

We kindly ask for your attention to the rules below; they are intended to ensure that the distribution process at our food bank runs as smoothly and safely as possible.

Respect

We expect you to treat our volunteers and other clients with respect. This means, among other things: no cutting in line, no swearing, and no abusive language.

Identification

Without a valid card, you will not receive a package. A photocopy or a photo on a mobile phone is not sufficient.

Notification if unable to attend

If you are unable to attend, you are expected to notify us. This can be done by phone, email, or WhatsApp (see below for contact details). If you fail to collect your package twice in a row without notification, you will be removed from the register for two months. You may have someone else collect your package using your card (after notifying us by phone, WhatsApp, or email).

Instructions

Instructions from volunteers in and around the premises must be followed; they are intended to ensure a smooth and safe distribution process.

Food distribution

Food is distributed as fairly as possible and based on availability. Therefore, requesting extra food is not permitted. We do our best to take dietary or other specific needs into account.

Alcohol/drugs

Consumption of alcoholic beverages or the use of drugs in or around the hall is not permitted; a first violation will result in a warning, after which the package may be refused.

Customers who are clearly under the influence of alcohol or drugs during distribution may be refused a package.

Smoking

Smoking and the use of electronic smoking devices are not permitted in the hall.

Eating and drinking

Eating and drinking are not permitted in the hall.

Use of (smart) phones

It is not permitted to make phone calls, take photographs, or make audio recordings in the hall; in incidental cases, phone use is allowed (e.g., for the “translate” function).

Pets

Pets are not allowed in the hall. Naturally, assistance dogs are an exception.

Sale of goods

Food from the food package may not be sold; exchanging items with fellow clients during distribution is, of course, allowed. (Free) event tickets may also not be resold.

Theft

In the event of theft, you will be unconditionally removed from the register and will no longer be eligible for a package.

Parking

During distribution, parking space for bicycles and cars is limited; you are requested to be considerate of other users.

Packing groceries

Packing must be done at the packing tables; crates may not be taken outside. After packing, empty crates must be stacked on the pallet. If you take a shopping cart outside, it must be returned to the hall as soon as possible.

Failure to comply with these rules may result in removal from the premises. For complaints or questions, you can contact the distribution coordinator or the board. For anonymous reports, our confidential advisor is available (see website for contact details).

