



# Policy

## 1. Ordering Policy:

- Specify the methods available for placing orders (online, phone, in-person).
- Set minimum order requirements for delivery.
- Mention any restrictions or requirements for custom orders.

## 2. Delivery Policy:

- Define the areas covered for delivery.
- Establish delivery charges or minimum order amounts for free delivery.
- Specify delivery hours and any exceptions.

## 3. Payment Policy:

- Outline accepted payment methods (cash, credit card, online payment).
- Clarify policies regarding refunds or returns.
- State any additional charges, such as taxes or service fees.

## 4. Menu Policy:

- Detail the menu items available, including sizes, toppings, and specialty pizzas.
- Indicate any seasonal or limited-time offerings.
- Highlight any allergen information or dietary accommodations.

## 5. Quality Assurance Policy:

- Commit to using fresh, high-quality ingredients.
- Ensure consistency in food preparation and presentation.
- Provide a process for handling customer complaints or concerns regarding food quality.

## 6. Health and Safety Policy:

- Emphasize adherence to food safety standards and regulations.
- Describe procedures for maintaining a clean and hygienic kitchen environment.
- Outline protocols for handling food allergies and cross-contamination.