

## About Hounslow Community FoodBox Referral Voucher

For further information about making a referral, please contact us at [info@hounslowfoodbox.org.uk](mailto:info@hounslowfoodbox.org.uk) or contact the office during opening hours on **07719 891787** or out of hours on **07718 263614**.

**THIS VOUCHER IS VALID ONLY FOR 1 FOOD PARCEL AND FOR 1 WEEK FROM DATE OF ISSUE.** It has no cash value. This voucher is valid only when completed by an authorised signatory. Checks may be carried out.

**A copy of this voucher must be given to the recipient by the referral partner. A copy of voucher must be emailed by the referral partner to [info@hounslowfoodbox.org.uk](mailto:info@hounslowfoodbox.org.uk) immediately.**

**FoodBox will text or telephone recipient to arrange collection or delivery.**

### **COLLECTIONS:**

Collection will be from the **Rose Community Centre, Hawthorn Road, Brentford, TW8 8NT** (Syon Lane Bus Stop X or W).

**The Rose Community Centre is open Tuesday to Friday 10am – 1pm and Saturday 10am – 12pm.**

**Recipients should only attend when advised that their food parcel is ready to collect and have been sent a 4 digit reference number and bring bag/s to collect food, e.g. carrier bags, rucksack.**

**No-one should come to FoodBox if they feel ill or should self-isolate.**

### **DELIVERIES:**

Where a food parcel is to be delivered this is subject to availability of volunteer drivers. FoodBox will attempt to deliver within 2 working days from date of receipt (excluding Sunday and Monday). Failure to be home to accept an agreed delivery will result in you having to collect your food parcel or your voucher being cancelled.

**All volunteers are unpaid and Hounslow Community FoodBox is an independent charity set up to help those in crisis in London Borough of Hounslow. We are NOT part of any other organisation and are supported through donations from our community. We ask you to respect our volunteers who give their time to help you.**

Data Protection: Hounslow Community FoodBox collects certain information to enable it to provide services to you. The information provided above will be processed and stored in accordance with the FoodBox Privacy Notice which can be found at [here](#).