



## THE FOOD BANKS

Food, where it belongs

**Erbacher- Michelstädter Food Bank Association**  
**Stadtring 88, 64720 Michelstadt (High-rise building at the round-about)**  
**Phone: 06061/ 703508**

Would you like to shop with us?

Before you get started, there is some information from the Erbach-Michelstädter Food Bank you should be aware of and consider:

The Erbach-Michelstädter Food Bank offers a low-priced shopping opportunity two days a week for people with low income. While shopping, please observe the following basic principles:

The groceries are being donated by retail companies in the Odenwald region. Not every grocery item is always available in sufficient quantities. Our team therefore takes care to ensure that there are enough available groceries for all of our customers and to apportion the groceries accordingly. The number of household members registered on the customer card is being considered in this process.

The borrowed baskets are being filled with groceries insofar as stock lasts. We ask for your understanding, that the range and quantity of products on offer will vary according to the donations received.

The distributed products are of impeccable quality and are groceries from surplus production or supply, or items which have almost reached their best-before date. The products are being passed on to you to the best of our knowledge and after undergoing careful routine checks. Nevertheless, the Erbach-Michelstädter Food Bank Association cannot be held liable for the distributed groceries; the usability of the product has to be individually and carefully checked by yourself or your relatives.

**As a rule, there is no claim for anyone to certain products!**

### **Purchase**

You are entitled to one basket of groceries per purchase.

From six persons onwards you can receive two baskets if there is enough stock (this will be announced on the day of distribution). Your contribution per basket is currently 2 ” .

**A household of 1-2 persons can only shop once per week!**

**Opening hours:** Tues. 10.30am . 12.30 pm and Thurs. 3.00 - 5.00 pm

Your individual distribution time is based on the color of your Food Bank pass (please view the distribution schedule).

It is not necessary to arrive and queue earlier, as this will not lead to an earlier admission.

The distribution takes place exclusively according to the order outlined on the distribution schedule.

Please observe the order and the time frame of the distribution schedule.

In case of lateness you need to wait until the end of distribution (after the last color slot).

### **Code of Conduct**

- Only one person per household may shop in the Food Bank shop at a time. Children up to eight years of age may accompany their parents.
- Pushchairs may not be pushed past the product display tables but need to be parked in the designated areas only.
- Please treat each other with consideration and respect and also behave in the same way towards the staff of the Food Bank team.
- There is no self-service in the Food Bank shop; the products are being distributed by our staff.
- Please refrain from arguing with our staff about the type and quantity of the products being distributed.
- It is understood that there will be no quarrelling in front or inside the shop.
- The use of alcohol or drugs is not permitted in front or inside our premises.
- Smoking is not permitted in or in front the Food Bank premises.
- Do not leave litter in or around the Food Bank shop.
- It is not permitted to offer, store or exchange your own garage sale items in the Food Bank shop.

**Failure to comply with the above policies and procedures will result in an exclusion order from the Food Bank shop and a loss of the Food Bank pass.**

**You will no longer be able to shop at the Food Bank.**

All staff at Erbach-Michelstädter Food Bank are volunteers. They do not earn money for the work they do - your smile and your kindness is their only reward.

The Erbach-Michelstädter Food Bank would like to extend a very warm welcome to you and please do not forget to bring your own shopping bags, baskets and plastic bags.

### **Your Food Bank Team**