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# LOCAL SUPERMARKET INFORMATION

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**This supermarket update contains the following information:**

- ✓ **Current supermarket opening times**
- ✓ **Priority shopper information, for in-store, online ordering and click and collect shopping**
- ✓ **General shopper information, for in-store, online ordering and click and collect shopping**
- ✓ **Availability updates for online shopping slots**
- ✓ **Information on other supermarket solutions, such as food boxes**
- ✓ **Companies offering online ordering only**
- ✓ **Volunteer shopping / gift card guide**

## **How do you let the government know that you are vulnerable?**

If you have a medical condition which makes you extremely vulnerable to coronavirus (COVID-19), you can register with the government and tell it whether or not you need support.

You may have received a letter from the NHS telling you that you're "extremely vulnerable", or have been contacted by your GP or hospital clinician. If this has not happened, contact your GP or clinician after you register with the government service. The government warns that "it may take time for any support offered through this service to arrive". Wherever possible you should continue to rely on friends, family and wider support to help you meet your needs," it says. You can register yourself, or on behalf of someone else.

You can use this website to register: [www.gov.uk/coronavirus-extremely-vulnerable](https://www.gov.uk/coronavirus-extremely-vulnerable).

# ALDI

| HOURS                                       | IN STORE   | DELIVERIES   | CLICK & COLLECT  | GENERAL INFORMATION   |
|---|--|--|--|---|
| Mon- Sat<br>8am-10pm<br><br>Sun<br>10am-4pm | <ul style="list-style-type: none"><li>• Priority shopping for NHS staff, Police and fire service workers will take priority ahead of queues upon showing a valid ID, all day, every day.</li><li>• Priority shopping for NHS staff, Police, fire service, key workers (care home, St John's, first responders) have early browsing access on a Sunday, 9.30-10am.</li><li>• Priority shopping for vulnerable and elderly customers. Mon-Sat from 7.30-8am.</li></ul> | <ul style="list-style-type: none"><li>• Minimum spend: £0</li><li>• Delivery is now available for food parcels, essential items (cleaning, children and baby, garden, health and beauty), wine and 'specialbuy' products only (no groceries).</li></ul> <p>FOOD PARCELS</p> <ul style="list-style-type: none"><li>• Aldi's new food parcels are filled with 22 food items, including household products such as pasta, tea, coffee, antibacterial hand wash and toilet roll. Cost £24.99 (including delivery).<br/><a href="http://www.aldi.co.uk/food-parcels">www.aldi.co.uk/food-parcels</a></li><li>• Only one package will be able to be purchased per person, per seven days. Available online only. Food boxes may sell out, but will be replenished daily.</li></ul> | <ul style="list-style-type: none"><li>• No service</li></ul> | <ul style="list-style-type: none"><li>• Aldi is allowing new customer registrations. You can register as a new customer on the website, or checkout as a guest.</li><li>• The delivery time frame for general shopping is between three and 10 working days.</li><li>• Purchase limits have been lifted, with the exception of wine and spirits, which are limited to orders of up to 12 bottles.</li></ul> <p><a href="http://www.aldi.co.uk/covid19">www.aldi.co.uk/covid19</a></p> |

# ASDA

| HOURS   | IN STORE   | DELIVERIES   | CLICK & COLLECT   | GENERAL INFORMATION   |
|---|--|--|---|---|
| Mon-Sat<br>8am to 10pm<br><br>Sun<br>10am-4pm | <ul style="list-style-type: none"><li>• Priority shopping hour for NHS staff and social care workers, 8-9am, Monday, Wednesday and Friday, plus Sunday browsing time from 9-10am.</li></ul> <p>Anyone with NHS ID will be able to shop at these times.</p> <ul style="list-style-type: none"><li>• There is currently no priority shopping time for vulnerable and elderly customers.</li><li>• One adult per trolley.</li></ul> | <ul style="list-style-type: none"><li>• Minimum spend: £40</li><li>• Asda is prioritising vulnerable customers for delivery, as on government database of most vulnerable.</li><li>• Vulnerable Asda customers will receive a link to take them to the Asda site, where they will be able to access a recurring delivery slot. They will also be able to access slots a week further in advance of everyone else if they don't want a recurring slot. These customers will also benefit from free delivery and no minimum spend when they place their order.</li><li>• Delivery slots for non-vulnerable customers will only show online availability for the next seven days.</li></ul> | <ul style="list-style-type: none"><li>• Stores are offering click and collect slots.</li><li>• Click and Collect slots for non-vulnerable customers are only visible for the next seven days.</li></ul> | <ul style="list-style-type: none"><li>• Asda is allowing new customer registrations.</li><li>• Asda has currently sold out of online delivery slots and click and collect slots, and is asking customers to shop in-store when possible.</li><li>• All vulnerable people as identified by the government have now been contacted by Asda.</li><li>• Purchasing limits of a maximum of three items on certain handwashing and baby milk products in store and online. Maximum of three items on all products for online.</li><li>• Volunteer shopping / gift cards are available (see end of document).</li></ul> <p><a href="https://corporate.asda.com/20200309/steps-we-have-taken-in-response-to-the-coronavirus-outbreak">https://corporate.asda.com/20200309/steps-we-have-taken-in-response-to-the-coronavirus-outbreak</a></p> |

# CO-OP

| HOURS  | IN STORE  | DELIVERIES  | CLICK & COLLECT                                       | GENERAL INFORMATION  |
|--|---|---|---|--|
| Check website for individual store opening times | <ul style="list-style-type: none"><li>• Priority shopping for NHS workers, vulnerable customers and people that care for them, from 8am-9am Monday to Saturday and 10am-11am on Sundays.</li></ul> <p>These times may vary, depending on the store.</p> | <ul style="list-style-type: none"><li>• N/a</li></ul> | <ul style="list-style-type: none"><li>• N/a</li></ul> | <ul style="list-style-type: none"><li>• Purchase limits on some essential items.</li></ul> <p><a href="http://www.thesouthernco-operative.co.uk/covid-19-updates">www.thesouthernco-operative.co.uk/covid-19-updates</a></p> |

# ICELAND

| HOURS  | IN STORE  | DELIVERIES  | CLICK & COLLECT  | GENERAL INFORMATION   |
|--|---|---|--|---|
| <p>Mon-Sat<br/>9am-6pm</p> <p>Sun<br/>10am-4pm</p> | <ul style="list-style-type: none"> <li>Priority shopping hour for NHS staff, 5-6pm, Monday to Saturday, 3-4pm Sunday.</li> </ul> <p>Anyone with NHS ID will be able to shop at these times.</p> | <ul style="list-style-type: none"> <li>Minimum spend: £25</li> <li>Online orders are currently restricted to people who are self-isolating, over state pension age or other vulnerable people, such as the disabled.</li> <li>Deliveries may be delayed and the supermarket has said it's likely that some online orders will be missing items due to the high demand.</li> </ul> | <ul style="list-style-type: none"> <li>None</li> </ul> | <ul style="list-style-type: none"> <li>Iceland is allowing new customer registrations, but you can only order online and receive deliveries if you fall into the vulnerable category.</li> <li>Delivery slots are in high demand but more are released on a regular basis, so check regularly.</li> <li>Purchase limits on some essential items.</li> </ul> <p><a href="http://www.iceland.co.uk/customer-support/help-articles#coronavirus">www.iceland.co.uk/customer-support/help-articles#coronavirus</a></p> |

# LIDL

| HOURS   | IN STORE  | DELIVERIES  | CLICK & COLLECT  | GENERAL INFORMATION   |
|---|---|---|--|---|
| <p>Mon- Sat<br/>8am-8pm</p> <p>Sun<br/>10am-4pm</p> | <ul style="list-style-type: none"> <li>No priority service</li> </ul> | <ul style="list-style-type: none"> <li>No delivery service</li> </ul> | <ul style="list-style-type: none"> <li>No service</li> </ul> | <ul style="list-style-type: none"> <li>Purchase limits for toilet roll only.</li> </ul> <p><a href="http://www.lidl.co.uk/about-us/customer-update">www.lidl.co.uk/about-us/customer-update</a></p> |

# MARKS & SPENCER

| HOURS   | IN STORE  | DELIVERIES   | CLICK & COLLECT   | GENERAL INFORMATION   |
|---|---|--|---|---|
| <p>Check website for individual store opening times</p> | <ul style="list-style-type: none"><li>• Priority shopping for vulnerable and elderly customers on Monday and Thursday during the first hour of trading.</li><li>• Priority shopping for NHS and emergency workers on Tuesday and Friday during the first hour of trading.</li></ul> <p>Check website for store opening hours.</p> | <ul style="list-style-type: none"><li>• Minimum spend: £0</li><li>• Home deliveries are currently unavailable and orders have been suspended. M&amp;S is asking people to shop in-store instead.</li></ul> <p>FOOD BOX DELIVERY</p> <ul style="list-style-type: none"><li>• Food boxes are available for delivery, without a large waiting time. Boxes range from vegetables and meat to vegetarian options and a large essentials box. Cost from £17-£35.</li></ul> <p><a href="http://www.marksandspencer.com/l/gifts/food-boxes">www.marksandspencer.com/l/gifts/food-boxes</a></p> | <ul style="list-style-type: none"><li>• Check website for individual store information.</li></ul> | <ul style="list-style-type: none"><li>• M&amp;S has paused all-new online customer registrations.</li><li>• A limit of two similar items per customer across all its groceries in-store.</li><li>• Volunteer shopping / gift cards are available (see end of document).</li></ul> <p><a href="http://www.marksandspencer.com/c/help/covid-19">www.marksandspencer.com/c/help/covid-19</a></p> |

# MORRISONS

| HOURS  | IN STORE   | DELIVERIES  | CLICK & COLLECT  | GENERAL INFORMATION   |
|--|--|---|--|---|
| Mon-Sat<br>7am to 8pm<br><br>Sun<br>9.30am-4pm | <ul style="list-style-type: none"><li>• Priority shopping hour for NHS staff and social care workers, 6-7am, Monday to Saturday, 9-9.30am Sunday.</li></ul> <p>Anyone with NHS ID will be able to shop at these times.</p> <p>Morrisons is giving a 10% discount on shopping for all NHS staff.</p> <ul style="list-style-type: none"><li>• Morrisons has not outlined specific hours for vulnerable shoppers.</li></ul> | <ul style="list-style-type: none"><li>• Minimum spend: £40</li><li>• Home shopping general grocery deliveries continue to deliver as normal, but there are currently no slots available.</li><li>• There is currently no system to prioritise online delivery for vulnerable customers, however, Morrisons will be adding a fast track to its queue system so that vulnerable customers can be prioritised.</li></ul> <p>TELEPHONE SHOPPING</p> <ul style="list-style-type: none"><li>• Morrisons has launched a new telephone shopping service to help vulnerable and elderly people get essential groceries.</li></ul> <p>Vulnerable customers are able to place orders over the phone and the delivery will be made the following day by an employee at their local store. Customers will need a bank card or mobile phone to pay for the delivery and can use either chip and pin or contactless.</p> | <ul style="list-style-type: none"><li>• Stores are offering click and collect slots, but demand is high.</li><li>• Food boxes are available to order and collect.</li><li>• Morrisons has also launched a click and collect food box service for NHS staff, to help health workers access essential groceries.</li></ul> | <ul style="list-style-type: none"><li>• Morrisons is allowing new customer registrations.</li><li>• Morrisons is offering booking delivery slots as far in advance as possible, which can be up to weeks away.</li><li>• All vulnerable people, as identified by the government, have now been contacted by Morrisons.</li><li>• Morrisons has removed all purchasing restrictions on its products, but any shopping in-store will be limited to one trolley per customer.</li><li>• Volunteer shopping / gift cards are available (see end of document).</li></ul> <p><a href="http://www.morrisons.com/help/coronavirus">www.morrisons.com/help/coronavirus</a></p> |

Customers who wish to place an order should phone 0345 611 6111 and select option five.

#### FOOD BOX DELIVERY

- Food boxes are available for delivery, without a large waiting time. Boxes contain everyday essentials - the meat or vegetarian groceries boxes include a selection of everyday food and essential household items, or the Market Kitchen boxes contain eight prepared meals. Cost from £30.

[www.morrisons.com/food-boxes](http://www.morrisons.com/food-boxes)



# SAINSBURY'S

| HOURS   | IN STORE   | DELIVERIES  | CLICK & COLLECT  | GENERAL INFORMATION  |
|---|--|---|--|--|
| <p>Mon-Sat<br/>8am to 8pm</p> <p>Sun<br/>11-5pm</p> | <ul style="list-style-type: none"> <li>Priority shopping hour for NHS staff and social care workers, 7.30-8am, Monday to Saturday.</li> </ul> <p>Anyone with NHS ID will be able to shop at these times.</p> <ul style="list-style-type: none"> <li>Priority shopping hour for vulnerable and elderly customers. Every Monday, Wednesday and Friday from 8am-9am.</li> </ul> | <ul style="list-style-type: none"> <li>Minimum spend: £40.</li> <li>Sainsbury's is prioritising vulnerable customers for delivery. (Other customers are offered click and collect only)</li> <li>Once you are told you qualify for priority delivery by the Government, you can call the Sainsbury's customer care line on 0800 636262. The supermarket has warned it is very busy and you might need to try a couple of times. When you get through to a member of staff, they will help you arrange a delivery slot.</li> <li>For other customers who consider themselves vulnerable but have not yet been contacted by Sainsbury's, please call their customer careline on 0800 328 1700.</li> </ul> | <ul style="list-style-type: none"> <li>Stores are offering click and collect, but there are currently no slots available for general customers.</li> </ul> | <ul style="list-style-type: none"> <li>Sainsbury's has prioritised delivery slots for elderly, disabled and vulnerable customers, but slots are in high demand.</li> <li>Sainsbury's has paused all new online customer registrations. Delivery and Click and Collect is only available to existing customers, when available.</li> <li>All vulnerable people, as identified by the government have now been contacted by Sainsbury's.</li> <li>Purchase limits in place for popular and essential items.</li> <li>Sainsbury's will be launching a new volunteer shopping / gift card and online voucher. In the meantime, customers can purchase a Sainsburys Gift Card (see end of document).</li> </ul> <p><a href="http://www.sainsburys.co.uk/shop/gb/groceries/working-to-feed-the-nation-/latest-information--">www.sainsburys.co.uk/shop/gb/groceries/working-to-feed-the-nation-/latest-information--</a></p> |

# TESCO

| HOURS                                      | IN STORE  | DELIVERIES   | CLICK & COLLECT  | GENERAL INFORMATION   |
|--|---|--|--|---|
| Mon-Sat<br>8am-10pm<br><br>Sun<br>10am-4pm | <ul style="list-style-type: none"><li>Priority shopping hour for NHS staff, every Tuesday and Thursday from 7-8am and Sunday browsing from 9am-10am, in all Tesco stores (except Express).</li></ul> <p>Anyone with NHS ID will be able to shop at these times.</p> <ul style="list-style-type: none"><li>Priority shopping hour for vulnerable and elderly customers. Every Monday, Wednesday and Friday between 9am-10am and 10am-11am on Sunday.</li></ul> | <ul style="list-style-type: none"><li>Minimum spend: £25.</li><li>Home shopping deliveries continue to deliver as normal, but slots are filling up quickly, with vulnerable customers being priority.</li><li>If you are a vulnerable person, you will be able to book a priority slot. All vulnerable people, as identified by the government, have now been contacted by Tesco.</li></ul> <p>Customers who do not currently have a Tesco account and have a letter from the NHS can either create an account online or call the supermarket on 0800 917 7359.</p> <p>If you are vulnerable, disabled, or elderly, the driver can still bring your shopping inside if you ask. They will not be able to enter your home if you're currently self-isolating.</p> | <ul style="list-style-type: none"><li>Stores are offering click and collect slots.</li></ul> | <ul style="list-style-type: none"><li>Tesco is allowing new customer registrations.</li><li>Delivery slots are in high demand. Tesco is asking customers who can to come into the store to free up slots for more vulnerable shoppers.</li><li>Tesco is removing the purchasing limits on the majority of its products and limits will only remain on essential items. An 80-item order limit remains in place.</li><li>Tesco does not have a dedicated volunteer shopping / gift card, but customers can purchase a Tesco Gift Card (see end of document).</li></ul> <p><a href="http://www.tesco.com/help/covid-19">www.tesco.com/help/covid-19</a></p> |

# WAITROSE

## HOURS

Check website for individual store opening times

## IN STORE

- Waitrose is setting aside hard-to-find and essential products, and giving a priority checkout service for NHS workers.
- Priority shopping for vulnerable and elderly customers and key workers during the first hour of trading

## DELIVERIES

- Minimum spend: £60
- Waitrose is prioritising vulnerable customers for delivery, as on government database of most vulnerable.
- Delivery slots for non-vulnerable customers are in high demand.

## CLICK & COLLECT

- Waitrose is prioritising vulnerable customers for click and collect, as on government database of most vulnerable.

## GENERAL INFORMATION

- Waitrose is allowing new customer registrations.
- Currently delivery slot bookings are fully booked up until 22 July, with more slots being added daily.
- Purchase limits on some essential items.
- Volunteer shopping / gift cards are available (see end of document).

[www.waitrose.com/ecom/help-information/customer-service/coronavirus](https://www.waitrose.com/ecom/help-information/customer-service/coronavirus)

# ONLINE SHOPPING

## OCADO

| HOURS    | IN STORE  | DELIVERIES  | CLICK & COLLECT                                     | GENERAL INFORMATION  |
|----------|---|---|---|--|
| (online) | <ul style="list-style-type: none"><li>N/a</li></ul> | <ul style="list-style-type: none"><li>Minimum spend: £40.</li><li>Priority customers: Ocado has emailed all customers with priority access with further information on delivery slot distribution and access, so everybody is clear what's available to them. Priority customers delivery slots are updated on a daily basis.<br/><i>'Priority customers' have been identified by Ocado as being vulnerable on the government's shield list, plus their longest-standing, most loyal customers.</i></li><li>For all remaining Ocado customers: any remaining next-day capacity will be released after 4.30pm.</li></ul> | <ul style="list-style-type: none"><li>N/a</li></ul> | <ul style="list-style-type: none"><li>Ocado may allow new customer registrations. You can try to register as a new customer on the website. There are no delivery slots available to new customers.</li><li>Ocado has no slots available, but is prioritising customers identified as vulnerable for slots that will be available on general release for the next 24 hours.</li><li>Purchase limits on some essential items.</li></ul> <p><a href="http://www.ocado.com">www.ocado.com</a></p> |

# AMAZON PANTRY

| HOURS       | IN STORE  | DELIVERIES  | CLICK & COLLECT                                     | GENERAL INFORMATION  |
|-------------|---|---|---|--|
| Online 24-7 | <ul style="list-style-type: none"><li>N/a</li></ul> | <i>Amazon Prime members can order non-perishable everyday essentials from Amazon Pantry through their Amazon account. Delivery appears to be within 2-3 days.</i> | <ul style="list-style-type: none"><li>N/a</li></ul> | <a href="http://www.amazon.co.uk/Amazon-Pantry">www.amazon.co.uk/Amazon-Pantry</a> |

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## VOLUNTEER GIFT CARD GUIDE – BY SUPERMARKET

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### What is a Volunteer Shopping or Gift Card?

Alongside the social distancing measures supermarkets have implemented, many have introduced 'volunteer shopping cards' designed specifically to help at-risk customers pay friends and neighbours who shop for them. The cards are ideal for those who might be self-isolating, older or medically vulnerable, the Volunteer Shopping Card provides a contactless, safe and secure way to allow others to shop for them.

### How do volunteer shopping cards work?

These 'cards' are actually virtual vouchers which work in the same way as other e-gift cards. You buy them online and send the details to your volunteer's email address for them to use in store. Your volunteer won't need to spend the full balance of the card each time they shop; the remaining amount will stay on the card meaning you could load it with enough money for multiple trips if you wanted.

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#### Asda

Asda's volunteer card comes in the form of an e-gift card, with a barcode that can be scanned for payments. It can be downloaded and presented on a phone screen, or be printed on A4 paper and scanned by a member of checkout staff.

Customers can buy these shopping cards online, top up and give to their family member, friend, or NHS volunteer to pay for their shopping without the hassle of using cash or bank cards.

<https://cards.asda.com/volunteer>.

#### Marks and Spencer

M&S volunteer card comes in the form of an e-gift card, with a barcode that can be scanned for payments. It can be downloaded and presented on a phone screen, or be printed on A4 paper and scanned by a member of checkout staff.

Customers can buy these shopping cards online, top up and give to their family member, friend, or NHS volunteer to pay for their shopping without the hassle of using cash or bank cards.

[www.marksandspencer.com/all-in-this-together](http://www.marksandspencer.com/all-in-this-together).

#### Morrisons

Customers can order a Morrisons Gift Card online and it will be posted to the recipient's home address. The recipient can then use the Gift Card at any checkout in any Morrisons store in the UK.

The card can then be printed and used in store, or alternatively it can be presented in store on a phone screen to be scanned at the checkout. They also work on self-service checkouts. The cards can't be used online.

<https://morrisons.cashstar.com/store>.

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#### Sainsbury's

Sainsbury's will be launching a new volunteer gift card and online voucher. In the meantime, customers can purchase a Sainsbury's Gift Card, which can be used to purchase products in all stores, but can't be redeemed online.

[www.sainsburysgifts.co.uk/sainsburys\\_gift\\_cards.html](http://www.sainsburysgifts.co.uk/sainsburys_gift_cards.html)

#### Tesco

Tesco does not have a dedicated volunteer gift card, but customers can purchase a Tesco Gift Card. The cards be used to purchase any of the goods stocked in Tesco stores nationwide.

[www.highstreetvouchers.com/gifts/tesco-gift-cards-vouchers](http://www.highstreetvouchers.com/gifts/tesco-gift-cards-vouchers)

#### Waitrose

Waitrose's volunteer card comes in the form of an e-gift card, with a barcode that can be scanned for payments. It can be downloaded and presented on a phone screen, or be printed on A4 paper and scanned by a member of checkout staff.

<https://johnlewisgiftcard.com>