

Unexpected Closures

Unexpected closures (most likely weather-related) will be noted on our website (www.foodbankwma.org) and our greeting (413-247-9738) after 8:00am. They will also be listed on the following:

- Televised listing: Channel 22 (WWLP)
- Web listings: www.wwlp.com, www.wggb.com, www.cbs3springfield.com

Unplanned closings will NOT be listed on the web windows portal.

In the event of a closing, the following procedures will be in place to accommodate orders made through our online ordering system:

Pickup Appointments

- **For appointments originally scheduled for the day of a closing**– You must call by noon the first day we are open to schedule a new pickup time or cancel your order. Your order will be held for no more than two business days, and salvage shopping may not be available when you pick up your order. Upon inspection by Food Bank staff and/or agency pick-up personnel, perishables may be removed from your order as well.
- **For appointments originally scheduled for the day after a closing**– Because our practice is to prepare orders the day before pickup, orders with morning appointments will not be available until after noon the day following a closing. If you had pre-scheduled a morning appointment, you must call by noon the first day we are open for business to cancel your order or schedule a new pickup time. These orders will be held until noon two days following the closing. If you are not going to pick up your order, please let us know immediately.
- **Please note that the warehouse will not be open for any order pick-up until NOON on the day following a full-day snow-closure.**

NOTE: Rescheduled orders will be held to the same pickup expectations as normal orders. If you reschedule an order and fail to pick it up, you may be charged a missed pickup and/or restocking fee per our order pickup policy.

Delivery Appointments

- **For deliveries originally scheduled for the day of a closing**– Because our delivery routes are tightly scheduled and we do not have additional pallet space available on our existing routes, we are unable to reschedule deliveries. You may choose to pick up your order at The Food Bank when we are open again, or you may choose to cancel your order.
- **For deliveries originally scheduled for the day after a closing**– Because orders are prepared in advance, these deliveries may not take place as scheduled. Food Bank staff will contact you to let you know if your delivery is cancelled. If so, you may choose to pick up your order at The Food Bank, or cancel your order if you are unable to pick up.

Please know that we will try our best to accommodate all appointments and deliveries, but disruptions in service are likely. Please be prepared to wait for your order and/or to shop.

When placing orders, please provide a reliable phone number; this will help if we need to contact you about any changes in your order or appointment.