

Welcome to Secret Garden Shop

How to order

You can purchase all Hampers, Gift Vouchers and Click and Collect items on our website

www.secretgardenkent.co.uk

You can ring us on 01233 501586

You can pop in and order directly with us in person.

We are ready to take your orders.

Below is a range of questions and information to help you in your ordering process.

We welcome all enquiries; do not hesitate to contact us at any time.

Hampers & Gift Boxes

How much does it cost to have the Hamper Delivered?

All our Hamper prices inc delivery. You do not pay extra for delivery.

Can I collect my Hamper?

You can collect from our restaurant and we will reduce the prices advertised by £7.00 per hamper for all collections, you will need to contact us direct to arrange this service.

Where can I send my Hamper

We can only deliver to the UK at present. There are a few post codes in Scotland that will cost more for delivery, please enquire.

How long will it take to arrive?

We send our Hampers 24 hour express delivery, however during Peak times and covid 19 this may take a couple of days. We advise 3 working days just in case.

What Happens after I place my Order.

Once you have placed your order, you will receive an order confirmation email from us which will show you what you have ordered, the delivery address details, and the delivery address. Our Kitchens will prepare and cook the foods that we make and our packing team will carefully prepare your order and arrange despatch. Your Order will be picked up our courier and you will then be sent a tracking email.

Can I Order Multiple Items?

You can order as many products as you like, if you are ordering more than 10 items we recommend you getting in touch so we can make it easy for you.

How will the recipient know who this is from?

Do not worry, we include a personalised card with your printed message; please provide us with your message at the checkout. We never send invoices or receipts with our gifts, thus the recipient will not know the cost.

What happens if there is no one there?

The courier will leave a calling card to arrange a suitable delivery time.

Can I cancel my order?

If the Hamper has left our Kitchens we are not able to cancel.

How are my Hampers or Gift Boxes Packaged?

Depending on what you choose the full description of the Packaging is described in the details of each product. We use Steamed Hamper Baskets, luxury standard Gift Boxes, and all Hampers have an extra cardboard protective outer.

Is your packaging Eco friendly?

We have sourced Recyclable packing and bio gradable Plastic packing in most cases. As we grow we will increase our recyclable packing.

Can I choose a delivery date?

Yes you can order in advance, and choose a specific day of delivery (Tuesday to Friday) please let us know when you would like required delivery at the checkout. During busy times such as Christmas the Courier may not deliver next day.

What happens if my delivery is broken?

Please do not sign for your parcel if any item is broken. Please take pictures and we will endeavour to sort as ASAP. You must notify us within 48 hours.

What if a product is substituted?

All our hampers are subject to availability. If we have to change an item we will give you a better product of greater value.

Fresh Products

If a Hamper has fresh products your Hamper will be labelled. We recommend that all fresh products are refrigerated as soon as you take delivery.

Corporate Hampers & Gifts

We offer a bespoke service for corporate orders; these can be personalised ribbons and Cards Complimentary slips etc... Or you may want to design your own personal Hamper.

For all orders over 20 units we offer discounts and benefits.

For customers that are loyal and use us regularly will also be offered discounts and benefits.

Please contact us for more details.

Click and Collect food items

What does Click and Collect mean

Click and Collect means you order with us on line and then come to the Restaurant to collect your order in person.

How much notice do you need for my order to be ready?

We require minimum 24 hours notice to prepare, and make your delicious foods. You can order in advance, just let us know the date and time you would like to collect at the checkout.

I have Dietaries can my food be made to suit these dietaries?

Some of the products can be made Vegetarian, Gluten Free, Vegan or Dairy Free. In the description of each product it will be noted if these are suitable for certain dietaries and can be made to suit dietaries. Please place details of your dietaries in the notes section. Please note some of the food items may not be suitable for certain dietaries. We may also require a longer order time for dietaries. Please always check.

What happens after I place my order?

Once you have placed your order, you will receive an order confirmation email from us which will show you what you have ordered, when the order will be ready. Our Kitchens will prepare and cook the foods that we make and our packing team will carefully prepare your order ready for you to collect.

Can I cancel my order?

If your order has been made in our Kitchens we are not able to cancel.

What if a product is substituted?

All our foods are subject to availability. If we have to change an item we will give you a better product of greater value.

Fresh Products

Your order contains fresh products and we recommend you consume on the same day as you collect. Many of the items need to be kept chilled please store them correctly.

Gift Vouchers

How are the Gift Vouchers presented?

All Gift Vouchers are presented in a Gift Box, with Tissue paper and Green Bow. The recipient will be delighted to receive.

How much is the cost of posting and Packaging

All Gift Vouchers are sent 1st class and presented in a Gift box. We charge £2.00 for the Box and £1.95 for posting total £3.95 added to each voucher

When will I receive my voucher?

Your Voucher Order is sent out 1st Class Post within 24 hours of your order

Can I add a personal Message to my Gift Voucher?

We will include a message to the recipient should you wish.. Please add your message at Checkout.

Can I have my Voucher emailed?

Yes you can contact us directly and we can email you a Voucher. Please contact us directly.

How long does my Voucher last?

All Vouchers have 12 months expiry date.

If my vouchers are for specific items or events can I change this for another product or item etc..?

Yes you can, the value of the item is taken into consideration and can be used against other products, if the new product is more expensive you can top up payment.

Contact Details

Secret Garden Kent

The Court Yard

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Ashford

Kent

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01233 501586

info@secretgardenkent.co.uk

www.secretgardenkent.co.uk

Delivery

We will pack and post all Hampers within 2 to 3 working days from order, unless you have requested a faster delivery or a set delivery day. Please provide full delivery details including phone number.

We will place a personalised card with in the Hamper.

Thank you

This is our first collection and we will increase our offering as we grow. This range was put together in the autumn of 2020 as a result of us having to find other ways of supplementing the companies' income during the Corona virus outbreak. The lockdown rules have decreased our income by over 80% and to keep all our Team employed and to maintain our Venue we have launched this Hamper range. We thank you for all your ongoing support during these difficult times.

Terms & Conditions and all the other important bits and bobs

Prices and VAT All prices are correct at going to print or publish; all prices include VAT and Delivery

Rights of ownership All goods remain the ownership of Secret Garden Kent until full payment and execution of delivery or collection

The company Secret Garden Enterprises Ltd is a private Family company established 2006

Delivery During Peak times - December we cannot guarantee next day working day delivery or collection. Delivery orders are despatched within 2-3 working days of order. Delivery charges are included. If you order multiple hampers to the same address, these will be posted at the same time but we cannot guarantee they will all arrive together.

Incorrect Recipient details Secret Garden Kent are not liable for any incorrect addresses given at order. Any additional charges occurred due to wrong details this will be liable by the person who ordered or the company that ordered .

Delivery tracking We cannot always give proof of delivery; however we offer a delivery tracking system through Parcel force for Hampers and Gifts and Royal Mail for Gift Vouchers.

Substitution All items are subject to availability, if for unseen circumstances we need to change an item we will replace the item with an item of greater value. We have the right to substitute any item at any time without notice. Products in the pictures are not always what is in the Hamper or Gift Boxes please check description.

Props Some of the Photos have props, i.e ribbons plates etc.. please read the description of full inclusive details.

Purchase of items with Alcohol Only over 18 year olds may purchase any hampers that include Alcohol

Fresh Products All Hampers containing fresh product. Will be labelled. Please refrigerate on delivery.

Acts of God, union actions The company is not liable for any extra costs due to losses or delays due to acts of god or any company disputes etc...

Accepting Terms and conditions.

Use of our website and any orders constitutes the acceptance of all terms and conditions