

Guidelines for businesses now providing food for takeaway by collection or delivery



If your premises have decided to now offer food where customers can **place orders** over the phone or internet for **collection or delivery** – what is known as “**distance selling**” – this guidance leaflet will provide you with the basics of what the **law requires you to do**.

Packaging

Non-food grade plastics and packaging can contain potentially harmful chemicals which can migrate into food; therefore, it is important that **any bags/containers** used to store food materials are ‘**food grade**’. Food grade materials are marked with a symbol of a **cup and fork**.



Allergen information at distance selling

Just like when food is provided in a **restaurant, café, bar** etc., you must be able to provide the customer with **correct information** on any of the [14 major allergens](#) present in the food.

If food is sold e.g. **through the internet** or **over the phone**, allergen information must be provided at two stages:

- **before the purchase of the food is completed** – this could be in writing (for example on a website, catalogue or menu) or orally (e.g. speaking to the customer on the phone)
- **when the food is delivered** – this could be in writing, for example on allergen stickers on food or an enclosed hard copy of your menu

The allergen information should be available to a customer in a **written form at some point** between a customer placing the order and taking delivery of it.

Delivery of the food

You will need to take into consideration the **safety of the food** during delivery, such as:

- ensuring **hot food** can be maintained at a temperature of **at least 63°C**
- ensuring **cold food** is kept **below 8°C**
- using suitable equipment that can ensure the food is maintained at a **safe temperature**, such as **insulated bags/boxes**
- the **distance from your premises** you offer deliveries to, which will ensure the food arrives to the customer at a safe temperature.

Storage and heating instructions

If you are providing food that is intended **not to be eaten straightaway**, you will also need to **label** the food with **instructions** for safe storage and heating, such as:

- *‘Keep in the fridge and use within 2 days’*
- *‘Reheat until the food is piping hot throughout’*

If you need more information or advice, please contact the Commercial team by email at commercial@aberdeencity.gov.uk