

PICK-UP INSTRUCTIONS

- Bring a copy of the confirmation email with the order number and contact information.
 - Ensure that the vehicle will be able to accommodate the order(s).
 - Head off PRC Caterers New Location at the selected pick-up time slot.
Our new location is located at [240 Viceroy Road, Unit 1, Concord, ON, L4K 3N9](#)
 - When you arrive, park at the client reserved parking area in front of the building along Viceroy. Enter the office and sign in with the designated PRC Employee by giving them your order name and number.
 - Stay in the allocated waiting area in the office until asked to enter our warehouse to review your preassembled order.
Note: There will only be three clients inside our warehouse at three pick-up stations set up to ensure social distancing at all times.
 - Review your preassembled order with the PRC Employees.
 - Once the order is confirmed and ready, a designated PRC Employee will then take it out to your vehicle.
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CONTACTLESS DELIVERY INSTRUCTIONS

- A delivery window of three hours will be sent to you as confirmation 24 hours prior to selected delivery date.
- Make sure you or the recipient of the order are home during the delivery window to receive the delivery.
- If the order is being delivered to a condominium or apartment, our driver will only drop it off with the concierge.
- If the order is being delivered to a house, our driver will notify you when they arrive by knocking on the door or ringing the doorbell. They will then leave the order on a safe surface and step back to a safe distance. Our driver will wait for you to pick up your food before leaving.