



**NOTICE OF CHANGES TO BILLING AND PAYMENTS**  
**Loaves & Fishes/Friendship Trays Payment Policy**  
**Effective 01/01/2022**

Loaves & Fishes/Friendship Trays, Inc. strives to ensure a clear understanding of your financial responsibility with respect to the services we provide. These policies apply to all meal delivery recipients and accounts.

**Payments:** We accept cash, money orders, Visa, MasterCard, Discover and AmEx. We also accept payment by check and debit cards. We hold a credit card number on file to process your monthly charges for meals as long as your account is active. Loaves & Fishes/Friendship Trays, Inc. will stop delivering meals to recipients when the account balance has not been paid after receipt of two statements or there is an outstanding balance of \$200 or more, unless you make payment arrangements with our billing office. We reserve the right to require payment for services to be made at or before the time of service.

**Cost of Meals:** Everyone pays based on their ability. Monthly billing occurs on the last day of each month. Invoices are mailed at the beginning of the following month.

**Financial Assistance:** Financial assistance is calculated during your initial setup for your deliveries. If your financial circumstances change, please call the intake office to review your account.

**Outstanding balances:** Loaves & Fishes/Friendship Trays, Inc. will stop delivering meals to recipients when the account balance has not been paid after receipt of two statements or there is an outstanding balance of \$200 or more unless you make payment arrangements with our billing office.

**Cancelling Deliveries:** As a courtesy, please give two (2) days cancellation notice. You or your emergency contact can call the office to cancel your delivery. We **cannot** accept notification provided to the volunteer driver.

**Hold Service:** For short-term hospital stays or other reasons, it may be necessary to hold your deliveries. To do so, you or your emergency contact will need to call the billing office to put your meals on hold. To restart your meal deliveries, you or your emergency contact can call the billing office again to notify them that you are home to receive the meals.

**Delivery:** Volunteers deliver meals after 10am. The type of meal will depend on your doctor-ordered nutrition plan. Each meal consists of two components. Both are delivered chilled and can be refrigerated until mealtime. The black container, sealed in plastic wrap, can be reheated in a microwave or conventional oven. It generally holds an entrée, one starch and one vegetable. The other component is a sealed bag that may hold bread, fruit, and condiments. Our routes cover most of Mecklenburg County. If your home is not near an existing route or on a route that's already full, service may be delayed.

**Permanent Cancellation:** To permanently stop meal deliveries, please notify the main office and billing will terminate your account immediately.

**Donations with Payments:** We are thankful to those who have chosen to support our organization financially in the past. As of January 1<sup>st</sup>, 2022, you can text TRAYS to 44321 or go to <https://loavesandfishes.org/donate-today/>. Unfortunately, we can no longer accept donations included in invoice payments (i.e., additional money added to a check amount). Our new options for donations will be written on each invoice for your convenience. Additional money paid added to invoice payments will be applied to your account.

All terms and policies are subject to change and are at the discretion of staff.

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