



GAY LEA FOODS CO-OPERATIVE LTD.

Policies and Procedures for Member Purchases of Gay Lea Products

As a member of Gay Lea Foods Co-operative Ltd., you have the opportunity to purchase products for your personal use. We have updated our member ordering instructions, which are outlined below.

GENERAL TERMS AND CONDITIONS

1. Only members and employees of Gay Lea Foods are eligible to purchase product at member cost. When picking up product at any of our plants, please remember to identify yourself to the staff as a member of Gay Lea Foods and present your Membership Card.
2. Product orders are for a member's immediate family only and not for extended family, friends, neighbours, or a member's business. Gay Lea Foods reserves the right to limit quantities if they appear to be larger than normal amounts for personal use. Exceptions will be granted for fundraising activities or industry events supported by Gay Lea Foods (please pre-order).
3. **Product orders up to 20 cases need to be placed a minimum of 7 days prior to pick-up. Product orders for over 20 cases require 2 weeks (14 days) notification AT ANY PICKUP LOCATION.** Please review the instructions and if you have questions, contact your Member Relations staff or any of our retail stores. Teeswater only receives a delivery once a week, so these timelines are extremely important to ensure your product arrives on time and is ready for pickup.
4. Gay Lea Foods establishes a member price list for products available to members. These prices are not negotiable and Gay Lea Foods reserves the right to change prices without prior notice.
5. *** NEW * Pick up days for pre-ordered product have been changed to Wednesday and Thursdays from 9 – 3 each week for all locations.** This means orders need to be in 1 or 2 weeks prior to either of those days (see #3 above). This new change will allow the store teams to receive and sort product efficiently and it removes any concern about statutory holiday deliveries or weather-related delays in the wintertime. This change also allows Gay Lea Foods to pick and ship orders efficiently within our Supply Chain.
6. *** NEW * If you are picking up a member order at one of our sites, please be patient with staff over the noon hour, as some sites serve lunch and it can be quite busy. If you can plan to pick up outside of lunch time, the store staff would be extremely grateful and be able to provide you with much better service. Thanks!**
7. Except in the case of our retail stores (Teeswater, Ivanhoe, Black River and Salerno), product is available in case sizes only. If the product is not manufactured and stocked at the facility, quantities must be pre-ordered.
8. Payment for products must be arranged when product is picked up and depending upon the facility, various payment options are available.
9. Pick up is also available at our Clayson Road production facility (no store) with the same timelines as outlined in #3 above. Coolers are required to pick product up at Clayson or it will not be released.
10. If you purchase less than a case of product, you will receive 10% off of the retail price at any of our retail stores. The 10% off also applies to cheese being purchased.
11. ***Note for members ordering through product depots** – There are separate terms and conditions for product purchases for Gay Lea Foods members through the product depots coordinated across Ontario. These terms and conditions along with products available are outlined in the Product Depot order forms mailed out.

Gay Lea Foods Retail Stores – Store Hours & Contact Information

Teeswater Farm Fresh Country Store

21 Clinton Street, Teeswater, ON N0G 2S0
Phone: (519) 392-6864, ext. 2230 or x2234
Email: cknopp@gayleafoods.com
Open Mon–Fri: 6-6, Sat: 8-4, Sun 10-4

Ivanhoe Cheese

11301 Hwy 62 N, R.R.#5, Madoc, ON K0K 2K0
Phone: (613) 473-4269 ext: 7230
Email: jlott@gayleafoods.com
Open Mon-Fri: 9-5:30; Sat/Sun: 10-5

Salerno Cheese

20 Morley Street, Hamilton, ON L8H 3R7
Phone: (905) 544-6281 ext: 8244
Email: acasciano@gayleafoods.com
Open Mon-Fri: 8:30-5:30, Sat: 8-4

Black River Cheese

913 County Road 13, Milford, ON K0K 2P0
Phone: 613-476-2575
Email: robin@blackrivercheese.com
Open Daily 8:30-5:30 (call for hours Jan-Mar)

Hewitt's Dairy Bar – Open daily from 9:30 – 10:00

Some of our retail stores have seasonal hours, so be sure to call ahead and confirm hours of operation.

If you wish to place an order, please get in touch with our Admin Team in Guelph:

Jessica Butcher – 519-822-5530 x6267 OR jbutcher@gayleafoods.com

Deanne Reilly – 519-822-5530 x6268 OR dreilly@gayleafoods.com