



## Discounts Approved - November 2022

### Member Discount

Current members of Thoughtful Foods receive a 10% discount on most groceries items *except* for the following:

- Veggie boxes and bread
- Items such as reusable calico bags and glass jars which are on a lower mark up
- NFD (no further discount) items which have been temporarily marked down as they are close to a use-by date or need to be moved quickly

### Member Responsibilities

Members must pay the annual membership fee to keep their membership active/current and to be able to receive the 10% membership discount, or order veggies and bread. Membership needs to be renewed from 1<sup>st</sup> of February each year. Inactive members are not entitled to receive the membership discount, order veggies or bread, once the grace period has expired (end of February).

Members are not able to place bulk orders, order veggies boxes or bread on behalf of other people.

Current members of other food co-ops are entitled to receive the 10% members discount and are required to show proof of membership.

Thoughtful Foods does not provide discounts to non-members or other organisations unless specifically approved by Directors (e.g. as part of a one-off outreach event or promotional activity).

All policies and processes undergo routine review two years after endorsement

Thoughtful Foods also does not provide credits to members or other shoppers. If a situation arises where a credit may be appropriate, shoppers or members should raise this with a Coordinator in the first instance, who will then refer the request for credit to Directors.

## Volunteer Discount

Only current Thoughtful Foods members are able to volunteer.

As of February 2023, volunteering for **three hours** entitles members to a 30% discount on most groceries items for the week the volunteering was completed in.

For regular or project volunteers whose volunteering varies from week to week, volunteering at least twelve hours in a month can also entitle members to the same 30% discount.

All volunteers must log their hours spent volunteering during a given week. Hours must be logged by the deadline in order to count towards the volunteer discount. Volunteer hours can only be checked once a week, meaning discounts are not always applied immediately.

Coordinators receive a small amount of store credit, in recognition of their increased responsibility and time commitment to the co-op.

## Bulk Orders

Bulk orders are only available to current members of Thoughtful Foods and are not available to members of other food co-ops. Bulk orders have a lower mark up rate (equivalent to a 21% discount off the regular price) for members. There is no further bulk discount for volunteering members (i.e., bulk order mark up rate for members who are volunteering is the same as the 30% volunteering discount).

## Veggie Box and Bread Orders

Only current members of Thoughtful Foods are able to order veggie boxes and bread, place bulk orders, or place click-and-collect orders. There is an online ordering system for veggie boxes and bread, as well as an add-ons group for veggie add-ons, and these are only available to current members. This is not available to members of other food co-ops. Customers are able to order one trial veggie box in store before becoming a member (there are no trial bread orders).

## Markups and Markdowns

Markups and discounts are reviewed regularly by Directors. Reviews can occur when developing the annual budget and finance plan, and as part of longer-term strategic planning to ensure the co-op's financial sustainability and stability. Temporary markdowns are at the discretion of the Groceries Coordinator, in line with current markdown guidelines. Permanently putting items on a lower markup (with no further discount) requires approval by Directors.

## Group and Organisation Order Discounts

As groups and organisations can not be members of Thoughtful Foods, member discounts can not be applied to group or organisation orders. However, a separate group/organisation order discount can be applied to the order at the discretion of the Admin Coordinator, with approval of Directors.

Standard bulk discount for groups is 10% off the usual 1.77 markup for groceries. The guidelines detailed in the Member Discounts section of this document must be followed.

A special discount is a 25% discount off the usual 1.77 markup for groceries items and the normal veggies mark up and bread mark up. This is to be used only where the group fits with Thoughtful Food's aims. A 10-20% discount rate off the normal mark up rate may be used in situations where the 25% discount would normally apply but there has been a lack of notice, things have gone wrong and/or there are other complicating factors such as an increase in coordinator hours due to not following agreed processes, as set out in the Group and Organisation Orders Policy. Please see the [Group and Organisation Orders Policy](#) for more details.

Endorsed by:

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Updated: 29/12/2022

Reviewed and endorsed: 19/11/2022

Adopted: December 2018