



1023 Bay Ridge Avenue
Annapolis, MD 21403
(410) 263-6941
www.palatepleasers.com

COVID-19 Related Business Policy Updates Effective June 1st, 2020

Hello Palate Pleasers' Customers,

I want to sincerely thank all of our customers that have continued to support our business through this trying time in our history. We appreciate that everyone has been very understanding and patient as we work through logistical issues with our menu options, ordering, curbside pickup, and delivery services. We feel very fortunate that we were able to remain open for business with minimal modifications to our operations since the beginning of the COVID-19 health crisis. With your continued orders, we have remained busy in our gourmet-to-go department and have been able to retain all of our regular staff without any layoffs. That said, we have lost all catering sales through our spring and now summer seasons, which looks like it will continue into the fall as well. We are beginning to pick up on small events and have catered several micro weddings, small private gatherings for families, and business luncheons as people get back to work. Fortunately, with our long business history in Annapolis (30 years in Eastport this July!), we will be able to continue to offer our gourmet-to-go and catering services as current laws and social guidelines dictate, and expect a bright future ahead again soon!

I also want to give a shout out to my fantastic staff! I can honestly say that without their ongoing commitment to us and our customers, we would not have been able to continue as we have. Our entire crew has done everything possible to keep themselves and their families safe and healthy through this crisis. By maintaining healthy lifestyles and social distancing as suggested by health experts, everyone has remained healthy and able to work a demanding schedule. They have all been committed to working extra hard with us, and I commend them for a work ethic second to none...thank you Palate Pleasers crew!

Current Hours of Operation until further notice:
Monday through Friday ~ 9:00 a.m. to 4:00 p.m.
Saturday ~ 9:00 a.m. to 1:00 p.m. (closed on Sunday)

Ordering options and menus:

We continue to accept advance orders from our full gourmet-to-go menu, available on our web site at www.palatepleasers.com

We are posting our menu of daily available items in several ways:

On our web site at www.palatepleasers.com

On our facebook page at www.facebook.com/thepalatepleasers/

On our daily email list with a link to subscribe on our web site home page

We can accept day-of orders a few ways:

Email to thepalatepleasers@icloud.com (preferred)

(include your items with quantity/size/weight and phone number to reach you)

By phone, please be patient if we don't answer and try us back shortly

We do our best to contact you for out of stock items (first come, first served)

Curbside walk-ups welcomed, we are happy to fill your orders at our storefront

Order pickup and payment options:

We will continue with our curbside pickup until further notice

We can meet you at our tables out front and pass your bag to you

We are happy to place your bag in your car (call us upon arrival)

We can accept cash, check, or credit cards in person or your card number over the phone. We can also email an invoice to pay online from home.

Please note that we request that all face-to-face customers wear a mask for our health and safety as well as yours.

Updated delivery policies:

We are still happy to offer our delivery services, now with the following adjustments:

Zip codes 21401 and 21403 will be \$10.00 per order

Zip codes 21409, 21012, and 21037 will be \$15.00 per order

Additional delivery time slots and locations quoted upon request

Delivery hours are generally: M-F 2:00-4:00 and Saturday 1:00-3:00

Delivery notes:

For our discounted fees above, please be available during our delivery window to receive your order (we prefer not to leave bags unattended)

For specific delivery times and extended range deliveries, we can quote availability and associated fees by request

For multiple deliveries to one location (such as Acton's Landing customers), we can divide our fee by the number of orders delivered at one time

Please feel free to call or email with any questions!
(410) 263-6941 or thepalatepleasers@icloud.com