

# FAQ:

## HOW DO I ORDER FROM YOUR LOCATIONS?

Visit our website at [MYPORTAVIA.COM](http://MYPORTAVIA.COM) to place your order online. After clicking on ORDER ONLINE, there will be two options:

### ORDER NOW:

for pick up orders within 30–45 minute window or a future date.

### CATERING:

for a future date catered event or team lunch. It includes delivery.

## DO YOU DELIVER? IS THERE A FEE?

We deliver catering orders with a minimum of \$100 before taxes. Delivery fee is \$10–\$15 flat rate within the 10KM radius. Outside of that range may be subject to extra delivery fees.

## WHAT ARE YOUR DELIVERY WINDOWS?

Each location may have it's own delivery availabilities & time schedules. For more information, contact a store directly. Our drivers need a half an hour window for order drops. For example if your order is scheduled for 11:30 AM, our drivers may be there from 11 to 11:30. They will contact the number on the order form so please be sure to pick up.

## DO YOU SET UP WHEN FOOD IS DELIVERED?

We try to help set up every single order for our clients. However sometimes we have multiple drops within 15 minute windows. If you absolutely need delivery to a meeting room and full set up, kindly advise us upon placing the order so we can schedule accordingly.

## DO YOU OFFER GLUTEN FREE MEALS? HOW ABOUT HALAL & VEGETARIAN?

All of our grain bowls and salads are gluten free. Our soups are vegan and gluten free. All of our chicken is sourced halal. We also have plenty of seafood and vegetarian options.

## WHAT ARE YOUR REFUND AND CANCELLATION POLICIES?

You can cancel an order by 2 PM on the previous day without any charges. Same day cancellations are subject to 70% food & labour cost.

## HOW OFTEN YOUR PRICES CHANGE?

Before the pandemic, we adjusted our prices every January to the inflation rate. Given the current supply chain issues across the world, our prices are subject to change at any time.