



At The Dorchester

Frequently Asked Questions

- **What days and times is the COLLECT and DELIVER service available?**

The service is available 7 days a week - every Monday to Wednesday from 6:00PM until 9:30PM and every Thursday to Sunday from 12:30PM to 9:30PM. Last orders will be taken at 9:00PM.

- **Can I pre-order and, if so, how far in advance?**

Pre-orders can be placed at any time on-line up to 7 days in advance for either COLLECT or DELIVER. Pre-orders may also be placed over the phone 7 days a week.

- **How far do you deliver?**

Our standard delivery range for on-line orders is a 2.5-mile journey from China Tang. For deliveries up to a 7-mile journey from China Tang, please call us direct at 020 7319 7088 to place your order.

- **Who delivers the order?**

We work with a group of vetted courier companies to endeavour to give the best service and ensure your order is delivered safely to your door. Where convenient and possible, we would encourage guests to use our COLLECT service to give you greater control of the timing of your order.

- **If I place an order to COLLECT, what is the procedure?**

COLLECT orders are picked up from our street level entrance foyer on 53 Park Lane. All collections are set to allow social distancing and we would therefore request that you are punctual in collecting your order at your requested time. For your convenience a text will be sent when your order is ready in our entrance foyer.

CHINA TANG LONDON 53 Park Lane, London W1K 1QA

 44 (0)20 7319 7088  reservations@chinatanglondon.co.uk  @chinatanglondon

- **How do I know when the food is on the way or ready for collection?**

You will be sent a text when your driver is on the way. We allow a 30-minute window for deliveries via our courier service. If you are collecting your order from us, you can select your pick-up time by which your order will be ready. Pick-up times are set at 15-minute increments to ensure proper distancing between guests collecting orders. You will be sent a text confirming that your order has been packed and is ready to be collected from our entrance on 53 Park Lane.

- **How does the food travel?**

All dishes are packed in eco-friendly appropriate heat-retaining packaging. Please note that the delivery distance and time taken may have an impact on the temperature at which your order arrives.

- **My postcode is not allowing me to make an order on-line, what can I do?**

Please contact us directly and we will be happy to take your order over the phone at 020 7319 7088 or via email at reservations@chinatanglondon.co.uk.

- **Do you accommodate dietary requirements?**

Yes, we make every effort to accommodate for any dietary requirements wherever we can. Under the Special Preparation tab for each menu item, you can select the appropriate option ie: to make a dish gluten-free, if it is possible. For special requests or specific allergies not accommodated under the modifications tab, please call us direct and we will do our utmost to assist.

- **Are disposable chopsticks provided?**

No, not as a standard, however we are happy to include them free of charge on request. Please let us know the number required when placing your order.

- **Can I pay cash when I am collecting an order?**

We would kindly request that all payments are contactless and made at the time of placing your order. If placing your order over the phone, a secure link will be sent to you via email or text, to enable contactless payment to be made prior to collection.

- **What do I do if there is a problem with my order?**

Please call us straight away on 020 7319 7088 and we will be happy to assist.

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