

Portion Sizes:

Our meals are served in a 650 ml container which will satisfy a single diner for dinner. Some customers find the portion sizes are large and share the meal or portion one meal out over two nights. You may also like to serve your meal with a side salad or an extra protein if you wish.

Ordering:

To order please message us via our facebook page or email us at pachamama2257@live.com We will send you an order form which can be completed a number of ways, depending on your technology,

- Print the form, fill out with a pen, take a photo and send the photo back to us.
- Fill the form out on your computer, save and return to us.
- Use the 'paint' option on your phone to draw on the form, screen shot and return to us.
- Type out your order in an email or message eg 1 x spag bowl etc. Include your name, phone number and delivery address.

Packaging:

PachaMama delivers meals in recyclable containers. We are currently testing 100% biodegradable meal containers made from renewable materials, and we will be introducing these new containers in the near future. We understand that the environment is important to our customers and hope that you can be patient with us while we endeavour to find the best packaging for our meals that suit both fridge and freezer storage, as well as reheating in the oven or microwave.

Delivery:

We currently deliver to the lower Central Coast including Umina, Killcare, Saratoga, Gosford, Avoca etc. The furthest north we currently deliver is Narara, Forrester's and Long Jetty, however we are endeavouring to increase this area as the business grows. Please see the map below to see delivery areas and prices. Currently delivery to any suburb in the 2257 area is FREE!



Is there any cooking?

No there is no cooking, just reheating of the meals. We serve you a complete dinner including sides and toppings. We endeavour to serve you wholesome home cooked meals with your health in mind. All our dishes are made from scratch using wholefood ingredients with no preservative or nasties. As we don't use preservatives our meals have a fridge life of around 3-4 days and store in the freezer for up to 3 months.

Reheating times depend on your equipment however we find the average time to reheat a meal from defrosted in the microwave is 2-3 mins or around 15 mins from frozen. This can vary from one microwave to another so we suggest you defrost on the "defrost" setting for 2 x 5 minute increments and then on heat for another 5 mins, continuing to check it's heated to the centre.

If you can, we recommend taking meals out of the freezer one day prior to consumption for quicker reheating. That is, take out the meal you want to eat the night before and store in the fridge for 24 hours to defrost. If you forget to do this, no worries, just defrost in microwave or oven.

You can also reheat meals in the oven or stove top.

Do I have to be home to accept the delivery?

No need to be home when your delivery arrives however if you will not be home ,we ask that you prepay by a back transfer no less than 4 days prior to delivery.

Bank details are

Pachamama
BSB 062612
ACC 10272552

Please put your name and “meals” in description (eg Jane Smith meals) and send a screen shot if your payment.

Order forms need to be returned by MONDAY for delivery on FRIDAY and we will send a reminder message on THURSDAY about your delivery with an estimated arrival time. Delivery times are roughly,

3-4pm- Woy Woy Umina area
4-5pm- Empire Bay, Killcare etc
5-6pm Avoca, Kincumber
6-7pm Gosford
7-8pm- Narara. Long Jetty, Forresters

These times are an estimate and depend on how many orders we get from each area.

If you don't prepay via bank transfer you can pay on delivery, we accept cash or card payments.

We also offer a collection option. Meals can be collected from Style House Umina (340 West Street, near Coles) from 12-4pm on delivery day or we can store meals in the freezer and can be collected the following week from Ettalong. If you choose to collect from Umina or Ettalong please note that we can only accept cash payments (or pre pay via bank transfer)

Are meals delivered fresh?

We make all your meals fresh the day of and one day prior to delivery so yes, they are made fresh however due to our limited fridge storage we store some of your meals in the freezer. That means you will be delivered a combination of frozen and fridge meals. Having some meals frozen also helps keep meals cold for delivery. Your welcome to pop your meals in the fridge to defrost or straight into the freezer.

All packaging is recyclable or biodegradable. We have tested other options in the past and have found that the biodegradable containers have not stored well in the freezer and stick together or collapse., For this reason we currently deliver meals in recyclable packaging as we continue to test other options. We understand this is not ideal but request your patience as we continue to test new options.