

# Bourke Street Bakery

## FAQS

### **Q. How do I place an order?**

A. If you would like to place an order, please use this link – simply select your desired pickup location and date first:  
<https://bourkestreetbakery.foodstorm.com/site>

### **Q. Can I add more items?**

A. Yes. Simply place a new order for the additional items and leave a note with your original order number in the 'Any Special Requests?' section

### **Q. What is your cancellation policy?**

A. Catering orders canceled within 72 hours of collection are non-refundable and non-transferable

### **Q. Do you deliver?**

A. We do not have a delivery service at this stage

### **Q. Do you do custom orders?**

A. Unfortunately we aren't able to make any custom items – as we still make everything by hand, we just don't have the capacity to accommodate special requests

**WWW.BOURKESTREETBAKERY.COM.AU**

Store hours are subject to change



# Bourke Street Bakery

## FAQS

### **Q. Do you have any gluten free items?**

A. Yes, our current Gluten Free options are:

- Flourless Belgian Chocolate Cake
- Flourless Lemon Cake
- Salad (depending on which type as this changes weekly)

*Please note: we do sell products containing gluten and other potential allergens and whilst we work hard to ensure cross contamination does not occur, we cannot guarantee this*

### **Q. Do you have any vegan items?**

A. Yes, our current Vegan options are:

- Vegan Eggplant, Chick Pea & Mint Sausage Roll
- Vegan Vege Curry Pie
- Along with our sourdough range and on occasion, our salad and/or soup might be vegan as well

You can find our full menu here:

<https://bourkestreetbakery.com.au/menu/>

**WWW.BOURKESTREETBAKERY.COM.AU**

Store hours are subject to change



# Bourke Street Bakery

## FAQS

### **Q. Is your flour organic?**

**A.** The flour we use is not labelled organic however it is marked sustainable and approved by an ASP certification. The ASP Certified produce is NOT Certified Organic and is not produced to be sold or described as a Certified Organic product. However, great care is taken to ensure that no pesticides are in contact with the plant from grain formation to harvest and through to storage, transport to processing

### **Q. Can I collect my pies/quiches/sausage rolls hot?**

**A.** Of course. When you click on your shopping cart, there is a section at the bottom before you click on 'Continue to Payment' that asks you if you would like them HOT or COLD

### **Q. Can I order pre-sliced loaves?**

**A.** We do offer pre-slicing (approximately 14mm thick) for the following loaves:

- Large White Sourdough
- Soy & Linseed Sourdough
- Wholemeal Sourdough
- Green Olive & Rosemary Flatbread
- Olive Oil Loaf
- Daily Fruit Loaf (toast slice)

**WWW.BOURKESTREETBAKERY.COM.AU**

Store hours are subject to change



# Bourke Street Bakery

## FAQS

### **Q. Do you offer wholesale?**

A. Bourke Street Bakery doesn't currently do wholesale, however The Bread & Butter Project does.

Created by the founders of Bourke Street Bakery, The Bread & Butter Project is a social enterprise, wholesale bakery. They bake and deliver their own specialty breads, pastries and muffins all around Sydney every day.

The Sales & Operations Manager can take care of all your queries and needs.

His email is [sales@thebreadandbutterproject.com](mailto:sales@thebreadandbutterproject.com)

### **Q. When is the cut off for orders?**

A. Orders need to be placed by 3pm the day before at the latest – for larger orders we do recommend ordering at least a few days in advance. Some specialty items require a few days' notice - Please refer to our online ordering platform for details which are listed below the items

(<https://bourkestreetbakery.foodstorm.com/site>)

*2-3 day lead time refers mainly to mini sweet pastries, potato buns, sliders and personalised cakes*

**WWW.BOURKESTREETBAKERY.COM.AU**

Store hours are subject to change