



Frequently asked questions

If you can't find the answer to your query here or on our website you can call us between 9am and 21.00pm, 7 days per week on 020 86269360.

1. How fresh is the food?

One of the key elements of our service is the level of freshness of the food. We source in the morning, cook in the afternoon and deliver overnight so that the food feels and tastes fantastic, just as home-cooking should.

2. How do we calculate the calorie level you need?

We ask you 5 basic questions regarding your height, weight, health goals etc. This information then allows us to calculate exactly how many calories you need to reach your goals. We then cook and deliver a plan that matches that requirement,

3. Where are the ingredients sourced?

The ingredients are sourced from a variety of ethical and high quality organisations. We have specific suppliers for fruit and veg, meat, fish and many other elements. We are constantly looking for the best quality goods and South London is a remarkably vibrant place to source international ingredients and we utilize the best we can find.

4. How often do the [menus](#) change?

We have over 6 weeks' worth of menus and are constantly adding to and improving the variety and selection. We obviously also mix up the menus so that the number of potential combinations is very high. Variety is something we really appreciate the value of and we are always trying new dishes for the plans.

5. How many exclusions can you have in the diet plan?

We don't believe that we should set arbitrary amounts of exclusions for clients. It is a personalised meal plan and as such, they should be able to choose whatever they like to leave out. That said, if a client has exceptional requirements, which would require significantly greater resources to do well, we would have to quote separately to ensure it is viable and that we are able to supply to the high quality we are renowned for.

6. What times do you deliver?

Delivery is normally completed before 6.30am but we can accommodate later or earlier as requested.

7. What locations do you deliver to?

We can deliver anywhere within London. In practical terms, this means anywhere within the North / South Circular. Deliveries outside of this area locations may incur a delivery surcharge but a fair policy is employed and each location will be charged according to its specific cost.

8. How many days a week do you supply clients?

We deliver 7 days per week or as required. We need to know by 12pm the preceding day to cancel or add on a delivery.

9. If a client doesn't like a meal can you remove it from their plan in the future?

We love to hear from our clients about what they like and don't like, after all, food is a very personal thing. Meals can always be taken off a plan, as can particular ingredients. Meals can also be delivered more regularly if requested as well. For example, some clients like to have the same breakfast every day, which is not a problem. Again, we only need to know by 12pm the preceding day for any changes.

10. How do you calculate the [calorie intake](#)?

The caloric and nutritional content is calculated using various online tools. We enter the recipes / ingredients into the system and it provides a good estimate of the calories, carbohydrates and protein contained in the meals. We do not publish it every day but it is available on request.

[How much](#) and are there discounts for bulk purchases?

As regards pricing, clients can book as many days as they wish, with no minimum. For the purposes of an example we can list the pricing for 30 days and 90 days. There are discounts for bulk booking.

- 30 days = £1019.70 - £33.99 per day
- 90 days = £2,699.10 – £29.99 per day

Contact us 7 days per week on 020 86269360 between 9.00am and 21.00pm or via

www.totaldietfood.com

Get our daily menus plus other food and diet based insights on our [website here](#) or via [Twitter](#) and [Facebook](#)