



## FREE REUSABLE TABLEWARE AND GLASSES LOAN SERVICE

### INFORMATION ABOUT THE SERVICE

#### HOW TO BOOK THE REUSABLE TABLEWARE AND/OR GLASSES

- To make a booking, you need to fill out the booking form where you must indicate the number of pieces required for your event, party or traditional celebration.
- You should send the booking form by email or hand it in at the offices of one of the two organisations that manage the service. Femarec, in the Sant Andreu district, or Alcil (Associació les Corts per la Inserció Laboral), in the Les Corts district.

Note: Please bear in mind that you will need to pick up the glasses from the same organisation where you made the booking.

#### **Femarec**

Sant Andreu District

Torrent de l'Estadella, 46

08030 Barcelona

Tel.: 933 036 500

[vaixella@femarec.cat](mailto:vaixella@femarec.cat)

#### **ALCIL (Associació Les Corts per la Inserció Laboral)**

Les Corts District

Galileu, 333, baixos

08029 Barcelona

Tel.: 934 454 490

[vaixella@alcil.es](mailto:vaixella@alcil.es)

- You cannot request the service more than twice in the same month.

#### HOW FAR IN ADVANCE SHOULD WE BOOK THE SERVICE?

- It is likely that on certain dates there will be lots of organisations holding events so it is recommended that you make the booking as early as possible.
- However, the minimum deadline for making the booking is three working days before the event so your request can be processed.

#### HOW WILL THE BOOKING AND THE COLLECTION DATE BE CONFIRMED?

- When we receive your request, within 24 hours on working days, you will receive an email or a phone call confirming your booking and the collection date, or to let you know there is no availability.

#### WHERE AND WHEN CAN WE COLLECT THE ORDER?

- You need to pick up your order from the office of the organisation where you made the booking.



- All the tableware and glasses you have requested will be packed in special boxes which are easy for you to transport in your vehicle.
- The pick-up and return hours are as follows:

**FEMAREC** [Sant Andreu district]

Moll, 2, Secció de Manipulats del C/Torrent de l'Estadella, 46

- Monday to Thursday, 7.00 am to 3.15 pm
- Friday 7.00 am to 2.00 pm

**ALCIL** [Les Corts district]

Galileu, 333, baixos

- Monday to Thursday 8.00 am to 2.30 pm
- Friday 8.00 am to 8.00 pm
- Saturday 7.00 am to 8.00 pm

Please note: both for collecting and returning the order, you need to come at least 20 minutes before closing time.

**DO WE HAVE TO PAY FOR THE TABLEWARE AND/OR GLASSES?**

- No, the service is provided free of charge.
- However, you will need to leave a cash deposit when you pick up your order and the amount will vary depending on the value of the pieces you have requested.

<b>Value of order</b>	<b>Payment</b>
<€200	€20
€200 - €500	€50
€500 - €1,000	€60
€1,000 - €2,000	€100
>€2,000	€200

- If when you return the tableware and/or glasses, there are any pieces missing, whether they have been broken or lost, the cost of the pieces will be deducted from the deposit.
- Furthermore, in the case of the glasses, a penalty system is applied to encourage their return.

**HOW TO WE RETURN THE PIECES?**

- You do not need to clean them. Simply remove any scraps of food and/or drink.
- So, you need to return the pieces free of any contents and all within the boxes that we provided.



- You will then have to return the boxes within a maximum of three working days after the event. You should return them to either the Femarec or Alcil offices, depending on where you collected them from.

#### **WHEN WILL WE GET OUR DEPOSIT BACK?**

- Once the returned pieces have been counted, you will receive the corresponding deposit back.
- If there are a lot of pieces, it is possible that they will not be counted immediately. Once they have been counted, however, you will receive the corresponding deposit.
- In the case of reusable glasses, in order to prevent entities from misusing the glass lending service, the City Council has put a penalty system in place. The aim of the system is to ensure the glasses are returned. The penalty is determined by the number of glasses not returned. The amount will be deducted from the deposit, and if the penalty exceeds the deposit value, the requesting entity will be required to pay the difference.

<b>No. of unreturned glasses</b>	<b>Amount per unreturned glass</b>
0-50	€0.35 per glass
50-100	€0.75 per glass
101-250	€1.00 per glass
>250	€1.50 per glass

#### **FOR MORE INFORMATION**

##### **Femarec**

Sant Andreu District  
Torrent de l'Estadella, 46  
08030 Barcelona  
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[vaixella@femarec.cat](mailto:vaixella@femarec.cat)

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Tableware/glass booking [form](#)