



SAVING THYME
BISTRO CATERING PATISSERIE

To our wonderful customers

We are so sorry that we disappointed you with the excessive wait times for pickup on December 24th. This community has been so good to us this year and although our entire team gave every ounce of strength and effort that they had, we missed on giving you the smooth and enjoyable pickup experience that we had planned for. We were obviously over-extended in our number of orders, which left no margin for anything to go wrong. This was a mistake and it happened because we just wanted to provide a wonderful meal for all of you and couldn't bear the thought of turning so many people away.

To everyone who extended us patience, kindness, and understanding: thank you. Our little shop is built on an incredible team of humans, not brick and mortar, and your kind words and consideration are what powers us to keep going during challenges.

We understand that our lack of responsiveness and communication made this situation much worse. We were overwhelmed by messages, emails, and phone calls and had every hand working non-stop to fulfill orders but learned about the importance of stopping for a moment to provide an update and reassurance to everyone and will have a plan in place to do so in the future if the need arises. (Someone commented on Facebook that we missed Communication 101 and they are right! We are more bakers than business owners but I promise we are committed to learning how to build the business as we go)

If you didn't receive all or any part of your order, please reach out via email to christmas@savingthyme.ca and we will get you a refund immediately. We are also providing a link to a voucher [here](http://www.savingthyme.ca/christmasvoucher.pdf) (www.savingthyme.ca/christmasvoucher.pdf) for anyone who had a pickup time scheduled for the 24th so that we can treat you to some pastries in the new year when we reopen (a reminder we are closed for our annual winter break until Jan 5).

We hope that everyone had an incredible Christmas today and spent beautiful time with the people they love.

All our best,

The Saving Thyme Team