

Welcome to our Hoopla online ordering system with flavour selection.

A FEW QUICK TIPS:



1. You can order up to midnight for the next day or up to 2-weeks in-advance. For Same Day orders, use our Phil & Sebastian App or visit our stores in-person. We're not able to take phone or email orders.
2. Delivery is at flat fee of \$4.95 and includes anywhere within the Calgary city limits, we're working on other locations!
3. You can choose how to box-up your order. For example, you can order a dozen, but have them split into 2 x half dozen boxes. Please note that we have to charge a bit for the extra box, to just cover our cost on them.
4. Before selecting your desired flavours, you'll put in any Allergies or Dietary Restrictions. We're tried to cover off all of the one's we've seen, email us at: orders@hooplasdonuts.ca, if we're missing yours.
5. If you select a dietary restriction(s), we'll only show you the flavours that meet that restriction. If you want to go back and add flavours you don't see, just change your dietary restriction and you'll see other flavours. Your selected dietary restriction will be attached to each flavour you select. You can change dietary restrictions as many times as you like, while picking your flavours.
6. If you opt to change you selected date, after selecting flavours, you'll have to reselect your flavours because some flavours are only available on certain dates.
7. To see photos of the flavours, see our website "Menu"
8. We take the recipient mobile phone number (and check it to make it's a valid number), to auto-text when the donuts are nearby. The courier will also call the number if they're having trouble delivering the package. If you don't know the recipient's number just put your own. We've removed the delivery notes field, but if you still have notes (like a buzzer number), just put them in the *Shipping address* "Apartment, suite etc. (optional)" field at check-out. Note that only the courier will see those notes.
9. We've added a Gift Message! It will auto-print exactly as you write it on the box label (next to the flavours, see below). Please don't put instructions for us there, if you have them, after you place your order email us at: orders@hooplasdonuts.ca
10. When you receive your donuts, we'll include a visual mapping to show you what's in your box (which flavour is which), and to clearly note the dietary restrictions if you had them.
11. For delivery, we take the Shipping (recipient) address at checkout. If you're sending donuts to yourself, you only need to enter an address once!
12. Thank you for your support of our small business. For any questions or comments please email us at orders@hooplasdonuts.ca