


JAMIE OLIVER deli by Shell

Combo Deals FAQs

QUESTION	ANSWER
How much are the new combo deals?	There are two options. The Classic Combo is priced at £4.49 and the Ultimate Combo is £4.99.
How does that compare to competitors?	We are in line with Competition.
Why have you introduced two price options?	We understand that customers have different budgets and want different products. Therefore in the spirit of providing a bigger and better range of choice we have decided to offer two price points.
Whats is the diference between the options?	The difference bewteen both options is the mains. Snacks and drinks are the same, however you can choose a twin sandwich within the Classic Combo, or upgrade to an Ultimate with a choice of triples, wraps and some heated products.
Why have I always been paying £4.99 for the same meal deal	In the spirit of bigger better choice we want to offer customers, so we have introduced 2 price points.
What products included in the Classic Combo?	Please see the attached product sheet or visit www.shell.co.uk/gocombo for product details.
What products are included in the Ultimate Combo?	Please see the attached product sheet or visit www.shell.co.uk/gocombo for product details.
How can I tell if something is included or not?	Look for the yellow Combo Icons across the store. 
Is it available across the network?	Combo Deals are not available in all service stations and are subect to availability.
How can I find my local stockist?	Please see www.shell.co.uk/jamieoliver for our store locator.
Where can I go for more information?	Please visit www.Shell.co.uk/gocombo
I can see there is also a drinks promotion runng across selected service stations. How does this impact the meal deal?	Our soft drinks promotion (two drinks for £2.20/£2.50) is running. Please note that these are separate promotions. Combo deals will always take priority and available at all times (subject to availability).
I can see only 6 combinations on your communications, does this mean it is only available on these items?	No, we have just featured different combinations in our communications. The products listed on the website are all available as Classic or Ultimate Combos.
The snacks and drinks featured on your communications only feature the lighter snacks and drinks, are the full fat/sugar versions included?	Yes, we are trying to encourage customers to think about different, lighter alternatives available to them.
Is Costa coffee included in Combo deals?	No, but we do have linked deals available see I,nstore for details.
Where can I find nutritional infomration / allergen advice?	Please visit www.shell.co.uk/jamieoliver
Are there any GO+ / Loyalty offers on Combo Deals?	Go+ customers currently receive 10% off Jamie Oliver deli by Shell products when purchased individually.