



PICK UP & DELIVERY FAQs

Q: WHAT TYPES OF PRODUCTS CAN I ORDER WITH HERSHEY'S CHOCOLATE WORLD (HCW) PICK-UP AND DELIVERY SERVICE?

A: We have a range of delicious sweet treats, including our famous milkshakes, cupcakes and cookie dough cups for curbside pick-up, delivery and express in-store pick-up.

Q: WHAT HAPPENED TO YOUR OLD CURBSIDE SERVICE?

A: Our curbside service has officially been upgraded and expanded! We're excited to now be offering an online ordering system where our guests can choose to have their items available for curbside, delivery and express pick-up in store. [See details.](#)

Q: WILL HCW'S UPDATED CURBSIDE SERVICE BE EXECUTED IN THE SAME LOCATION AS IT CURRENTLY IS AT HCW? AND WILL THE PROCESS WORK THE SAME WAY?

A: Yes. If you have used HCW's curbside service in the past, it will operate the same way, with one exception: you will place your initial order online instead of via phone.

Q: WHICH STORES ARE OFFERING THIS SERVICE?

A: At this time, curbside pick-up, delivery and express in-store pick-up is only available at our Hershey, PA Chocolate World location.

Q: WHAT PRECAUTIONS WILL HERSHEY'S CHOCOLATE WORLD BE TAKING TO ENSURE A SAFE EXPERIENCE FOR GUESTS?

A: All HCW team members have been screened before the start of their work shift and follow COVID-19 safety protocols throughout their shift.

Q: IS YOUR MENU THE SAME FOR CURBSIDE, DELIVERY AND EXPRESS PICK-UP IN STORE?

A: Yes! Any of the items on our pick-up and delivery menu are available for curbside pick-up, delivery and express in-store pick up.

Q: HOW FAR DOES YOUR DELIVERY SERVICE GO?

A: We can deliver to locations within 5 miles of HERSHEY'S CHOCOLATE WORLD in Hershey, Pa.

Q: WHO IS CHOCOLATE WORLD'S DELIVERY PARTNER?

A: We partner with Door Dash for our delivery service.

Q: CAN I REQUEST A CONTACTLESS DELIVERY SERVICE?

A: Yes. You can make note of your contactless delivery request when you place your order online.

Q: HOW MANY PRODUCTS WILL CUSTOMERS BE ALLOWED TO PURCHASE THROUGH CURBSIDE PICKUP?

A: There are no limits on purchases.

Q: DO I NEED A FREE TIMED ENTRY PASS IF I WANT TO USE HCW'S EXPRESS IN-STORE PICK-UP SERVICE?

A: No. You are not required to have a FREE Timed Entry Pass for your express in-store pick up. Your order confirmation will serve as your FREE Timed Entry Pass.

Q: WHERE IN THE STORE DO I GO TO PICK UP MY EXPRESS IN-STORE PICK-UP ORDER?

A: Please visit our Bakery Counter to pick up your express in-store order.

Q: HOW ARE CUSTOMER SERVICE ISSUES RESOLVED?

A: Please contact our customer service team at 717-374-3428, and we will strive to make things right.