

Guidance and Example Orders for Community Venues – Shetland Islands Council

This guidance outlines the process for Community Venues to request free period products through the Shetland Islands Council (SIC) partnership with Hey Girls. It also includes example orders to illustrate typical product combinations that meet the minimum order value.

Please note that orders must meet a minimum value of £100.

This helps us:

- Reduce packaging waste by combining items into fewer, larger shipments
- Lower our environmental impact from transport and delivery
- Manage postage costs.

1. Accessing the Ordering Platform

Go to the SIC website and click on the link provided to access the Hey Girls ordering page: [Access to Free Period Products – Shetland Islands Council](#)

Click on the 'Order for Community Venues' button shown below:

Ordering for Community Venues

Community venues can order products directly through Hey Girls by clicking the **Order for Community Venues button below**. To make ordering straightforward and sustainable, we've introduced a minimum order value of £100.

This helps us:

- Reduce packaging waste by combining items into fewer, larger shipments.
- Lower our environmental impact from transport and delivery.
- Manage postage costs.

[Order for Community Venues >](#)

2. Provide Stockist Name

Enter the name of your venue or organisation as the stockist.

3. Selecting Product Type

Select the products required from the list below. Please order responsibly, being mindful not to overstock and risk products going out of date. Shetland Islands Council reserves the right to contact you regarding your order if necessary.

Available Products:

- Plant Based Applicator Tampon Dispenser of 80 Regular
- Plant Based Applicator Tampon Dispenser of 60 Super
- Regular Pads Carton of 500 Loose
- Regular Pads Carton of 24 boxes of 10 Pads
- Super Pads Carton of 24 boxes of 8 Pads
- Panty Liners Carton of 36 Boxes of 20
- Applicator Tampon Carton of 12 Boxes of 16 Regular
- Applicator Tampon Carton of 12 Boxes of 14 Super
- Non-Applicator Tampon Carton of 24 boxes of 16 Regular

4. Delivery Details

Complete the form with the following information:

- Full Name
- Email Address
- Address and Postcode
- Phone Number

Include any additional delivery details, such as opening hours or access instructions:

Please note that the email address you provide will be used to send important updates, including order confirmation and tracking information.

5. Consent for Data Sharing and Submission

By placing an order for free period products, your organisation's details will be shared with Shetland Islands Council. Please note that this does not automatically add your organisation to the list of venues offering free period products. The list of venues is pre-determined by the Council.

Once all required sections and confirmations are completed, click Submit to finalise your order.

6. Responsibility of Community Venues

It is the responsibility of the community venue/s to:

- Monitor stock levels to ensure continued availability for users.
- Allow sufficient time for deliveries to prevent shortages.
- Check expiry dates regularly and dispose of any products that have passed their expiry date to ensure safety and suitability for use.
 - For products such as the 500 loose pads and organic applicator tampons, a clear expiry date may not currently be printed on the box. Instead, check the manufacturing code (e.g. MFG 10/2025 which means the product was manufactured in October 2025).

- All pads and tampons have a 3-year use-by period, so in this example the use-by date would be October 2028. Check expiry dates regularly and dispose of any products that have passed their expiry date to ensure safety and suitability for use.
 - October 2028.
- Store products appropriately:
 - Period products should be stored in a cool, dry place at room temperature, with relative humidity levels between 30% and 60%.
 - High humidity over several days or weeks can make products damp, sticky, mouldy, or encourage bacterial growth, increasing risk of infection.
 - Low humidity can cause products like tampons or pads to dry out, reducing effectiveness.
 - Storage should always maintain hygiene and product quality.

To assist with stock monitoring and communication, venues can use the following tracking table:

Venue / Stockist Name	Product Type	Quantity in Stock	Expiry Date	Storage Conditions Checked (Y/N)	Reorder Needed? (Y/N)	Last Order Date	Order Received (Y/N)

Venues are encouraged to update this table regularly to ensure continued availability, safety and quality of period products. Shetland Islands Council will carry out occasional checks to confirm that deliveries have been received and to support ongoing monitoring.

7. Example Orders (Minimum £100)

The following example orders are illustrative only, showing typical combinations drawn from the list of available products that meet the £100 minimum order value.

Example Order 1: Mixed Tampon & Pad Supply

- Plant-Based Applicator Tampon Dispenser of 80 Regular
- Plant-Based Applicator Tampon Dispenser of 60 Super
- Regular Pads Carton of 24 boxes of 10 Pads
- Super Pads Carton of 24 boxes of 8 Pads
- Panty Liners Carton of 36 Boxes of 20

Example Order 2: Pads and Liners

- Regular Pads Carton of 500 Loose
- 2 x Super Pads Carton of 24 boxes of 8 Pads
- Panty Liners Carton of 36 Boxes of 20

Example Order 3: Tampon-Focused (Applicator and Non-Applicator Mix)

- Cardboard Applicator Tampon Carton of 12 Boxes of 16 Regular
- Cardboard Applicator Tampon Carton of 12 Boxes of 14 Super
- Non-Applicator Tampon Carton of 24 Boxes of 16 Regular

Example Order 4: General Venue Starter Pack

- Regular Pads Carton of 24 Boxes of 10 Pads
- Panty Liners Carton of 36 Boxes of 20
- Plant-Based Applicator Tampon Dispenser of 80 Regular
- Cardboard Applicator Tampon Carton of 12 Boxes of 14 Super

Example Order 5: Multiple Orders (Pads)

- 2 x Regular Pads Carton of 24 boxes of 10 Pads
- 2 x Super Pads Carton of 24 boxes of 8 Pads
- Panty Liners Carton of 36 Boxes of 20

Example Order 6: Multiple Orders (Tampons)

- 2 x Plant Based Applicator Tampon Dispenser of 80 Regular
- 2 x Cardboard Applicator Tampon Carton of 12 Boxes of 14 Super

Venues are not limited to these example orders. These are simply a guide to illustrate typical combinations that meet the £100 minimum order value.

When completing the order form, the total cost will automatically update based on the products you select and will be displayed at the bottom of your order, as shown below:

Cardboard Applicator Tampon Carton of 12 Boxes of 16 Regular
1
<hr/>
Cardboard Applicator Tampon Carton of 12 Boxes of 14 Super
1
<hr/>
Non Applicator Tampon Carton of 24 boxes of 16 Regular
1
<hr/>
103.37

Please ensure your total order value meets the £100 minimum requirement, as orders below this amount will not be processed.

8. Delivery & Support

Once you have submitted your order, your products should arrive within approximately 3 weeks.

Please ensure you include a valid email address in the ordering form, as this will be used to send order confirmations and tracking details.

We will use this information to confirm receipt of your delivery. As our supplier requires any delivery issues to be reported within 3 working days of the confirmed delivery date, we kindly ask that you notify us within this timeframe if there are any problems with your order.

If we do not hear from you within this period, we will assume that your order has been received in full and it will be finalised.

If you have not received your products within this timeframe, or if you have any queries about your order, please contact periodproducts@shetland.gov.uk for assistance.