

Our group of 11 cyclists were refused counter service at Mc Donalds yesterday and advised our cardboard 'loyalty' cards were redundant.

Head office policy is to force customers to use touchpads and pay by credit card. If you only have cash you must still visit a register, but only after you've placed your order on line. To earn loyalty coffee you must first download the Maccas app and will then receive endless unsolicited offers. Maccas is finger food and the store we visited in King St Newcastle is now a haunt for alleged druggies and smokers who smoke in the outdoor seating area well within the legal exclusion zone.

There may be a hygiene issue that having touched a screen and then consuming food with fingers of infection transfer. Having witnessed the number of key strokes required simply to obtain two coffees I'll pass. I tried to leave feedback on Maccas website but couldn't download their Privacy policy. Instead I rang their head office this morning and gave them feedback as above. Maccas have indicated they are receiving plenty of negative feedback and store staff say many people are simply walking out of the store.

Our group has made an impromptu decision to take our business elsewhere. I pointed out to Maccas that at this time their company is fielding bad press over in-store fights and so their timing could not be worse. Maccas phone number is 9875 6666 option 2.

Ralph Creswell.