

# Accessible Grocery Delivery Options

We have compiled this list of accessible grocery delivery services in Lake, Sumter, and The Villages. While we researched coverage areas and pricing, please know this information can and may change — always double-check pricing, availability, and accessibility before making any commitments.

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## **Instacart**

[www.instacart.com](https://www.instacart.com)

No dedicated customer service line

### **Coverage:**

Available throughout most of Lake County and Sumter County.

### **Pros:**

- Multiple stores (Publix, ALDI, Winn-Dixie, CVS, Petco, etc.).
  - Same-day delivery in most ZIPs.
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## **Cons:**

- Fees can vary; membership reduces cost for frequent users.
- Prices of items may be higher than in-store pricing:
  - Higher pricing confirmed at Publix and Aldi.
- Not all in-store items are available for purchase via Instacart.

## **Accessibility:**

Generally screen-reader compatible; structured layout works decently with JAWS/NVDA.

## **Membership (Instacart+):**

- ~\$9.99/month or ~\$99/year.
- With membership: \$0 delivery fee on orders meeting certain minimums (e.g., grocery & retail orders of **\$10+**) in many areas.
- Without membership: you pay delivery fees + service fees, which can add ~5% of order subtotal for service fee.

## **Delivery/Service Fees (non-member):**

- Delivery fees typically range from about **\$3.99 to \$9.99+** per order, depending on order size, store, location, and timing.
- Service fees: for example ~5% of the order subtotal in many cases.

## **Minimums/other notes:**

- Some promotion mentions free delivery for members on orders over \$35 (or for members \$10+ in some cases) depending on region.
- Use of the service still depends on local store participation and delivery coverage.

# Walmart Grocery Delivery

[www.walmart.com](http://www.walmart.com) – “Pickup & Delivery” along top navigation

Walmart customer support: 1-800-925-6278 (standard Walmart help line)

## Coverage:

As of 11/19/25, all Walmart Supercenters and Neighborhood Market stores in Lake and Sumter counties and The Villages offer delivery. You must search by address, rather than just zip code, to confirm they deliver to your home. The simplest and most reliable method is to enter your address on the Walmart website or app under “Grocery → Delivery” and check if delivery appears as an option.

## Pros:

- Usually the **most affordable grocery option**.
- Accepts online **EBT SNAP** for delivery and pickup.

## Cons:

- Delivery windows can fill up during peak times.

## Accessibility:

Website and app generally accessible; straightforward for screen reader users.

## Membership (Walmart+):

- ~ **\$12.95/month** or ~\$98/year.
- Membership gives perks including free same-day grocery delivery (for orders meeting a minimum) and other benefits.

## Delivery Fees (non-member):

- Standard delivery fees typically ~ **\$7.95 to \$9.95 each order** in many locations.
- Express / faster delivery options may cost **\$10-\$15+** depending on location/time.

**Item pricing:**

- For Walmart grocery delivery from the store, pricing is the same as in-store for most items (no markup).

# Shipt

[www.shipt.com](http://www.shipt.com)

Support number listed for account issues: (205) 502-2500

## Coverage:

Because Shipt is owned by Target, Shipt is strong where Target is nearby, like Lady Lake, Clermont, and Mount Dora. Addresses within 8 to 15 miles from a Target are typically included in the delivery radius. You'll need to confirm your address on [Shipt.com](http://Shipt.com), but these are some sample the ZIP codes covered, by likelihood:

### Strong YES – recommend Shipt confidently

- 32159 (Lady Lake)
- 32162, 32163 (The Villages)
- 34785 (Wildwood)
- 32757 (Mount Dora)
- 32726 (Eustis)
- 32778 (Tavares)
- 34711/34714/34715 (Clermont)

### Moderate – check exact address

- 34748 (Leesburg)
- 32784 (Umatilla)
- 32735 (Grand Island)
- 32776 (Sorrento)
- 34737 (Howey-in-the-Hills)
- 33585 / 34484 / 33513 / 33597 (Sumter moderate zones)

### Likely NO – use Walmart Delivery or Instacart instead

- 32767 (Paisley)

- 32102 (Astor)
- 33538 (Lake Panasoffkee)
- 33514 (Center Hill)
- 34705 (Astatula interior)

If a Target is within 10-20 miles, these additional stores “activate” as well:

- CVS
- Walgreens
- Some regional groceries depending on ZIP code (Publix is likely, Winn Dixie possibly)
- Office Depot
- Spirits shops
- Petco

### **Pros:**

- Live texting with shoppers (good for clarifying items).
- Predictable delivery windows.

### **Cons:**

- Requires a membership for best pricing.
- Store options narrower than Instacart.

### **Accessibility:**

App is usable but more text-message dependent — may benefit some clients, confuse others.

### **Membership:**

- ~\$10.99/month or ~\$99/year

- For SNAP/EBT members: Shipt has a reduced membership offer of \$4.99/month for eligible users.

### **Delivery Fees (members):**

- **Delivery fee = \$0** for orders **over \$35**.
- Orders under \$35 carry a ~\$7 delivery fee.

### **Delivery Fees (members):**

- One-time orders (no membership) carry a ~\$10 delivery fee.

### **Item pricing:**

- Item prices via Shipt may vary slightly from in-store, especially for non-Target affiliated retailers. For example: “a loaf of Wonderbread costs \$2.29 in-store and \$2.59 via Shipt without certain memberships.”

## GoGoGrandparent (Phone-Based Grocery Ordering)

GoGoGrandparent is a concierge delivery service designed for seniors and people with disabilities: you don't need a smartphone or app. You call, speak with an operator, and they place the order on your behalf (groceries, meals, prescriptions, etc).

[www.gogograndparent.com](http://www.gogograndparent.com)

Toll-free phone: 1 (855) 464-6872

### Coverage:

They partner with local stores (such as major grocery chains) and arrange for the items to be picked up and delivered.

Even though GoGo claims national availability, grocery delivery still depends on underlying store-partners and delivery infrastructure in a given ZIP or address. For instance, if no grocery store is participating in that area, the service may not function for that specific address.

Here are some steps to confirm coverage in your area:

1. Call GoGoGrandparent at 1-855-464-6872 or go to their website and enter the *full address*.
2. Ask: "Can you deliver groceries to this address?"
3. Ask: "Which store are you using for the order?"
4. Ask: "What is the delivery fee, the earliest delivery window, and are there any minimum order requirements for this address?"

### Pros:

- **No smartphone or computer needed.**



- Clients call a phone number; GoGo handles the ordering with Instacart/DoorDash/etc.
- Huge win for clients with zero tech comfort.

**Cons:**

- Often MUCH more expensive:
  - There are multiple fees, such as membership fees, “concierge fees” which vary per transaction, and delivery fees.
  - If a service like Instacart is used, you still pay for the often inflated prices per item as well as Instacart’s service fees.

**Accessibility:**

Excellent for people who cannot or do not want to use apps.

## Summary

- **Instacart** – broadest coverage + most store options
- **Walmart Delivery** – lowest cost, good SNAP support
- **Shipt** – good if near a Target
- **GoGoGrandparent** – best for clients who can't use apps or screens