

How to Deliveroo

How Deliveroo are helping with these uncertain times <https://go.deliveroo.com/uk/Covid19>

How Deliveroo works:

1. Customers can order either on the website or by using the Deliveroo app, available on iOS and Android. They will add their postcode to find all the great restaurants delivering in their area, choose their food and place their order.
2. Once your restaurant receives the order, you'll get to work preparing the food and then carefully package it.
3. Once it's all ready to go, a Deliveroo rider will pick it up and deliver to the customer.
4. Customers can be super-organised, and can also order up to 24 hours in advance with a scheduled delivery.

Get started with three steps:

1. Sign up and partner with Deliveroo and tell them all about your restaurant/ business.
2. Upload your menu and schedule your photoshoot and your tablet will be on its way to you.
3. Switch on your tablet and start tracking orders via the Restaurant Hub.

Can restaurants sell alcohol through Deliveroo?

Subject to holding the correct license, you must hold an Off Sales Licence already authorised on your Premises Licence. (See Late Night Refreshment, Schedule 2 to the Licensing Act 2003.)

Age restricted products (including, without limitation, alcohol, tobacco and cigarettes) can only be sold and delivered to persons aged 18 or over. By placing an order for an age restricted product, you confirm that you are at least 18 years old. Deliveroo operates the Challenge 25 age verification policy whereby customers who look under aged 25 will be asked by the delivery driver to provide proof that they are aged 18 or over. The driver may refuse to deliver any age restricted product to any person who does not look aged 25 unless they can provide valid photo ID proving that they are aged 18 or over. Your Restaurant and the delivery driver may refuse to deliver alcohol to any person who is, or appears to be under the influence of either alcohol or drugs. If delivery of any age restricted product is refused, you will still be charged for the relevant Item and for delivery.

How long does it take to become a Deliveroo partner?

Upload your menu and be live on Deliveroo in 7 days.

How do fees work on Deliveroo?

Delivery fee: The closer the customer is to your restaurant, the lower the delivery fee for them. This helps us pay riders fairly. You do have the option to use your own delivery drivers. In that case, you can set the delivery fee.

Service fee: This covers customer service and improving the app. This is paid by the customer.

Who handles each delivery?

Once an order has been placed, it's sent directly to your restaurant for you to prepare and package. Once it's ready, a Deliveroo rider will pick up the order or your own driver will deliver to the customer's delivery address.

What is the delivery radius?

This is decided by the customer's postcode.

What does the tablet do for my restaurant?

The tablet allows your restaurant to manage the menu, prices, track your sales all from the restaurant hub that just requires your login details.

Other useful information:

- The time Deliveroo aims to have orders with their customers is an average of 32 minutes.
- Deliveroo operates in over 100 towns and cities across the UK, employing over 600 software engineers and employees in our UK headquarters, working with more than 8,000 partner restaurants and engaging 15,000 riders.
- Deliveroo encourages restaurants to always use the same pricing for delivery as they do for their in-house menu, although there may be exceptions.

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