

## **How to Just Eat**

How Just Eat are helping in these uncertain times <https://www.just-eat.com/news-and-media/press-releases>

How Just Eat works:

1. Customers go to Just Eat on their phone, tablet or computer. Enter their postcode, pick a place to order from (sorting by Cuisine).
2. Customers can have their order delivered or collect it themselves.
3. They can pay card or cash, but card is preferred for a no-contact delivery to prevent potential spreading of coronavirus
4. Once the order is placed we'll send to your restaurant.
5. Your restaurant will prepare.
6. Once it's ready it will be collected by the customer or a driver will deliver to their address.

Get started with three steps:

1. Tell Just Eat about your restaurant and business.
2. Upload your ID, proof of ownership and menu.
3. Receive your order pad and start taking orders.

### **Can restaurants sell alcohol through Just Eat?**

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.)

### **How long does it take to become a Just Eat partner?**

As long as you send all of your details and documents Just Eat require (you can do all this online, quickly and safely) and you've signed your contract, your restaurant can usually go online with Just Eat within 5 working days.

### **How do fees work on Just Eat?**

There's a one-off joining fee of £295 (excluding VAT) and the commission is 14% (excluding VAT) on every Just Eat order you take. So if you get an order worth £20, for example, our commission would be £3.36 (that's £2.80 commission plus 56p VAT). There is also a 50p (excluding VAT) admin charge for all Just Eat orders which is paid by the customer (unless you choose not to pass this charge on).

You don't need to pay the joining fee upfront – it'll be deducted automatically from Just Eat customer orders paid for by debit or credit card until it's been paid off. Cash orders aren't counted – that money goes straight to you.

### **Who handles each delivery?**

You'll have a chance to tell Just Eat where you are and if you need drivers or not at the beginning of the restaurant sign-up process. They can then check if you're in one of the areas covered by our restaurant delivery service.

### **What is the delivery radius?**

Generally around 2 miles, but it's taken into account by the customer's postcode.

### **What does the tablet and printer do for my restaurant?**

The tablet will allow you to keep up to date with business stats as well as maintain the menu, reviews, and prices. The printer simply prints through the customer's order for ease for your kitchen staff.

#### Other useful information

- Free merchandising
- Personalised data, insights from orders, allow you to follow best business practice.
- **Contact-free delivery:** All orders will be delivered contact-free. While it's not possible to ensure a 100% contact-free cash payment, please minimise contact by using an envelope (or similar) to make the exchange with the customer, keeping the government-recommended distance.
- Just Eat have a price promise, your restaurant is not allowed to advertise different prices to what is on Just Eat and what's on your website menu.