

How to Uber Eats

How Uber Eats are helping with these uncertain times: <https://www.uber.com/en-GB/newsroom/supporting-the-restaurant-industry-in-the-uk-through-an-uncertain-season/>

'Partner with Uber Eats'

How Uber Eats works:

1. Customer order: a customer finds your restaurant and places an order through the Uber Eats app, which is free to download.
2. You prepare: your restaurant accepts and prepares the order.
3. Delivery partners arrive: delivery partners using the Uber platform pick up the order from your restaurant and then deliver to the customer.

Get started with three steps:

1. Tell Uber Eats about your restaurant.
2. Schedule a photoshoot.
3. Receive your tablet and then you're live.

Can restaurants sell alcohol through Uber Eats?

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.)

Receiving an order that includes alcohol, the customer must confirm that they are at least 18 years old. Delivery and Restaurant Partners reserve the right to refuse delivery of alcohol to any person who does not appear to be, or cannot prove that they are, aged 18 or over. Uber Eats reserves the right not to arrange any refund to failed alcohol deliveries.

How long does it take to become an Uber Eats partner?

Depending on how many locations you have, you can start taking orders in just a few days.

How does pricing work?

Uber Eats pricing has two parts. A one-time activation fee sets restaurants up with a welcome kit, tablet, restaurant software and professional photoshoot. A service fee is calculated as a percentage of each restaurant order made through Uber Eats.

Who handles each delivery?

The Uber platform can connect you with independent drivers, bike and scooter riders, and walkers who deliver to your customers. Because of the network of delivery partners using the Uber platform, restaurants don't have to keep their own delivery staff. But if you do have your own staff, we're flexible – you can use them too.

What is the delivery radius?

This varies from city to city. They assess delivery coverage and your location to help define the right area for your restaurant.

What does the tablet do for my restaurant?

The tablet has a Restaurant Dashboard that helps you keep track of new orders, and manage deliveries daily. The Restaurant Manager software gives deeper access to menus, payment information, sales data and customer insights. There's a tech team making sure both tools are up to speed and running smoothly every day.