



## FAQs for Restaurant S.O.S. (Safe Ordering Service) Program – Nov. 5, 2020

### FAQ for Restaurants

#### **What is the program and why?**

The program is funded by the City of Boulder through a Federal CARES Act allocation to offset the impacts of the COVID19 pandemic. While all restaurants in Boulder may participate, the program is designed to support small and independent restaurants in Boulder, who typically pay a higher percentage of revenues toward third-party delivery fees than national and chain restaurants. The third-party vendor that will operate the program, Nosh, was selected through a competitive bidding process that was open to all third-party delivery services that operate in Boulder.

**How was Nosh selected as the delivery vendor?** The vendor was selected through a competitive bidding process open to all known third-party delivery vendors operating in Boulder. Any licensed Boulder restaurant may participate in the program, regardless of whether they had pre-existing contracts with Nosh or any other third-party delivery vendors.

**How does my restaurant receive the free delivery subsidy through this program?** Restaurants can enter the program by signing up with Nosh on their [restaurant sign up form](#). No commission fees for delivery orders will be charged to participating restaurants for the duration of the program (Nov. 12- Dec. 30, 2020). Nosh has agreed to cap their delivery fees to participating Boulder restaurants at 15% until the earlier of the end of 2021, or until all indoor capacity restrictions are lifted by all governing public health agencies.

**Are all restaurants covered by this program?** Yes. Any licensed Boulder restaurant may participate in the program, regardless of whether they had pre-existing contracts with Nosh or any other third-party delivery vendors.

#### **Is it limited to small/independent?**

No. Any licensed Boulder restaurant may participate. Food trucks are not eligible to participate in this program.

#### **How do I sign up?**

Interested restaurants located in Boulder city limits can access the sign-up form here - [Nosh Boulder](#).

**What information will I need to sign my restaurant up for participation?** Restaurants in Boulder's city limits should be prepared to provide the following information to Nosh to initiate participation in the Restaurant SOS Program – business name, contact information and e-mail, address of restaurant, menu upload.

#### **Is there a fee to sign up?**

No.

**How long does it last?**

The subsidy period (free delivery commissions) will be from Nov. 12-Dec. 30, 2020. The program is intended to provide immediate relief to businesses transitioning to increased delivery service with the onset of colder weather. The cap of a 15% commission on delivery orders through Nosh will not be permanent but will be extended through either Dec. 31, 2021 or when capacity restrictions due to the pandemic are lifted, whichever occurs first.

**Are we precluded from doing business with other delivery vendors besides Nosh?**

No. You may sign up with any alternate third-party delivery services, but the city will be unable to provide the delivery fee subsidy for other organizations.

**What if I'm already signed up with another delivery vendor besides Nosh?**

You may continue to use alternate third-party delivery services, but the city will be unable to provide the delivery fee subsidy. In addition, participating restaurants are advised to review any existing contract with other delivery service vendors concerning contracted terms as they are not under the purview of this program.

**If I'm already signed up with Nosh, do I still get the subsidy?**

Yes. Any deliveries using Nosh throughout the duration of the program will be eligible for the subsidy through Dec. 30, 2020.

**What if my restaurant is not located in Boulder?**

This program is limited to businesses with an active business license with the City of Boulder, in Boulder's city limits.

**How do the city and Nosh plan to promote the program to the general public?**

The city plans a news release next week which will be supplemented by Boulder Business Response and Recovery Alliance partner organizations. There will also be a Channel 8 news segment and other media posts. NOSH also plans to provide participating businesses with promotional materials to encourage community support.

**[FAQ for the general public](#)**

**Are all restaurants covered by this program?**

Yes. Any licensed Boulder restaurant may participate in the program. If a restaurant already has delivery contracts with another third-party delivery vendor (Uber Eats, Door Dash, GrubHub, Hungrybuffs), they may still sign up with Nosh and receive the fee subsidy. Check the [Nosh webpage](#) for their list of participating restaurants for delivery services. The Nosh app may be found in the Apple App Store and in the Google Play Store.

**Does the program reduce the delivery fees for the customer?**

No. The program is designed to reduce the operating costs of restaurants in Boulder by subsidizing the restaurant portion of delivery fees. By subsidizing the restaurant's delivery costs, the City of Boulder is helping local restaurants retain more of their profits from the sale of delivery meals and helping Boulder restaurants survive the toughest months of the pandemic to remain in business despite reduced outdoor dining opportunities. Nosh may offer additional customer discounts.

**What are the dates of the program?**

Nov. 12-Dec. 30, 2020 (or the date on which public health-related indoor dining restrictions are lifted, whichever is earlier). The program is intended to provide immediate relief to businesses transitioning to increased delivery service with the onset of colder weather.

**What are the service/delivery areas?**

The delivery areas are determined by Nosh. All restaurants within Boulder city limits are eligible to participate. The delivery area will be set between the restaurant and Nosh.

**What happens after Dec. 30, 2020?**

Nosh will continue to provide a 15% cap on participating restaurant delivery fees through either Dec. 31, 2021 or when restaurant dining capacity restrictions due to the pandemic are lifted, whichever is first.

**Can they deliver alcoholic beverages?**

No. The State of Colorado does not allow alcohol delivery via third-party delivery.

**What are they paying the drivers?**

The drivers are paid a combination of delivery fees and tips charged to customers. Nosh also offers a floor pay for drivers who don't make enough in fees and tips during their shifts. Deliveries are offered on a contactless basis by default, and all transactions happen electronically (drivers do not handle customer payments).

**Are other delivery services prohibited from operating in Boulder during the program?**

No, both restaurants and customers may continue to use alternate third-party delivery services, but the city is unable to provide the delivery fee offset to help restaurants retain more of the operating cost and profit margin.