



FEE CAPS ON THIRD-PARTY FOOD DELIVERY

Many Chicagoans use third-party delivery services to order food and beverages for delivery from their favorite restaurants. While Chicago restaurants often rely on these services, especially during the ongoing COVID-19 crisis, third-party delivery companies can charge steep fees to restaurants for their services. In order to provide critical support to these restaurants, Chicago has passed an emergency relief measure to temporarily cap the fees that third-party delivery companies can charge restaurants for their services.

FEE CAPS

✓ Delivery fees capped at 10%

This means that third-party delivery companies cannot charge a restaurant a delivery fee of more than 10% of the purchase price of each online order. This is not a fee paid by the consumer, but rather, by the restaurant to the third-party delivery company for such a service.

✓ Total fees capped at 15%

This means that third-party delivery companies cannot charge a restaurant more than 15% of their monthly net sales for all services being provided. This includes delivery fees plus any commission or service fees paid by the restaurant and any other costs.

DISCLOSURE REQUIREMENTS

Third-party delivery companies are required to disclose to the consumer a cost breakdown of every transaction, including the delivery fee or any commission or service fee paid by the restaurant to the third-party delivery company.

HOW TO SUBMIT COMPLAINTS

Complaints from customers or restaurants about violations of the Third-Party Food Delivery Service Fee Cap regulations can be submitted to the Department of Business Affairs and Consumer Protection (BACP) by calling 3-1-1, on the CHI 311 app or online at 311.chicago.gov.

Note – the fee caps will be in place until indoor dining is allowed in Chicago at 40% capacity for at least 60 days



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