

属于店家自己的网络点餐系统

GoFood

GOFOOD.UK

YOUR VERY OWN ONLINE ORDERING SYSTEM

TERM OF SERVICE UPDATE 01/09/2021

Dear Customer, as our business grow and to ensure a better relationship with the existing customers and creating a fair-trading opportunity for newly joined users, we have made our annual review of our business model and therefore, made some changes to our term of service, in the aim to provide sustainability to our business, so we can support you in the long term. Please read this document carefully and let us know if there is any question you would like to ask. We thank you for the continued trust and custom. All information in this document is translated into Chinese, however, any meanings of terms should be referred to the English version ONLY, if you feel there is difficulty to understand the terms fully, we recommend hiring professionals to translate the document and consult your solicitor for advice. Gofood.uk Online Ltd reserves the right of final explanation for the content of this document.

尊敬的顾客您好，感谢您的一路陪伴，伴随着我们公司的成长，为确保为您提供一个更为良好的合作关系并给与新加入的客户一个公平的竞争环境，在此前景下，我们对于公司的商业模式进行了年度总结，进而对于部分服务内容及其条款进行了调整，以此确保公司的生存空间以及为您提供长久的服务支持。至此，请您仔细阅读本文件的内容，如有任何疑问请第一时间与我们联系。我们对于您的一贯支持表示感谢。本文件的全部内容都已经机翻为中文语言，条款内容最终的含义将以英文版本为准，如果您对于任何内容由于语言因素，而导致无法正确理解，我们建议您寻求专业翻译人员的帮助并咨询您的私人律师。Gofood.uk Online Ltd 足下饮食有限公司保留对于本文件的最终解释权。



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Documentation Replacement

The previous <Gofood.uk Client Agreement> is now replaced by <Gofood.uk Client Agreement T&C>, with changes made to the section numbering for a better layout, and modifications that can be found in this document below, both versions will be available at <https://www.gofood.uk/GFUK-terms-conditions/>

Changes to our existing T&C

Rewrote of section 4 What Do We Charge

4.1 At Gofood.uk, we believe in a win-win relationship with our restaurants and takeaways, we work hard to keep our fees competitive so you can keep as much of your hard-earned profits as possible. Simply put, there are mainly 3 types of fees we charge: (detailed fee structure of % and fixed amount can be found at www.gofood.uk/pricing)

1. **Monthly Subscriptions** – Fixed Fees that we charge on monthly basis, amount depends on the premium services you have chosen to be added to your package, payments are deducted from your linked credit/debit card.
2. **One-off Fees** – flexible fees that are charged based on individual job you required from us, eg. system installations, menu updates, purchasing, advertisement placement, graphic design, and printing jobs etc. each time we will issue invoice for such work on a case-by-case basis.
3. **Processing Charges** – Fees that we charge for orders that are processed by our system, the calculation is depending on the payment type:
 - a. Card Payment – When customer paid by card, a percentage of the order total will be deducted along with a fixed card payment fee (Current Rate is 1.95% + 25p), the customer will also be charged a fixed Service Charge of 50p. All payments and deductions are taken place automatically, no manual input is required.



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b. Cash Payment – When customer paid by cash, there is only a fixed Service Charge that is paid by the customer, there is no deduction to be made to the sales of the restaurant or takeaway. We will issue an invoice at the end of each month to reclaim our earnings.

New terms added to section 4 What Do We Charge

4.2 Multiple Platform Fee Adjustment, when we are not the sole online ordering processing partner for the client, by this we mean when client uses Justeat, Ubereat and/or any other similar online ordering solutions. In addition to the fees mentioned in 4.1, there will be an extra 4% + 50p processing charge to both Card and Cash orders. This adjustment is charged to the client NOT the customer and is in the aim to keep our business in a competitive state.

4.3 Late Payment Charge will be added to any overdue invoice that we have issued to the client. All of our invoices include issued date and due date, please make the payment on time to avoid complications. Late Payment Charge consists of 2 types of fees.

1. the annual statutory interest on the debt, which is 8% of the invoice amount plus the Bank of England's base rate. The Bank of England's base rate is subject to change, and the current rate is 0.1% since 19 Mar 2020.

2. a one-off fixed compensation fee, which changes depending on the size of the invoice: £40 for a debt less than £1000; £70 for a debt between £1000 and £10,000; and £100 for a debt of £10,000 or more

Total fees = daily late payment fee x days overdue + compensation fee



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文件更换

之前的 <Gofood.uk 客户协议> 现在由 <Gofood.uk 客户协议条款和条件> 取代，对章节编号进行了更改以获得更好的布局，以及可以在下面的本文档中找到的修改，两个版本都将可用在 <https://www.gofood.uk/GFUK-terms-conditions/>

对我们现有条款和条件的更改

重写第 4 节我们收取什么费用

4.1 在 Gofood.uk，我们相信与我们的餐厅和外卖店的双赢关系，我们努力保持我们的费用具有竞争力，以便您尽可能多地保留您辛苦赚来的利润。简单地说，我们收取的费用主要有 3 种：（%和固定金额的详细费用结构可以在 www.gofood.uk/pricing 找到）

1. 每月订阅 - 我们按月收取的固定费用，金额取决于您选择添加到您的套餐中的优质服务，付款将从您关联的信用卡/借记卡中扣除。

2. 一次性费用 - 根据您要求我们提供的个别工作收取的灵活费用，例如。系统安装、菜单更新、采购、广告投放、平面设计和印刷工作等，每次我们都会根据具体情况为此类工作开具发票。

3. 处理费用 - 我们对系统处理的订单收取的费用，计算取决于付款类型：

刷卡支付 - 客户使用卡支付时，将扣除订单总额的一定百分比以及固定的卡支付费用（现行费率为 1.95% + 25p），客户还将被收取 50p 的固定服务费。所有付款和扣除都是自动进行的，无需手动输入。

现金支付——当顾客以现金支付时，顾客只支付固定的服务费，餐厅或外卖的销售额不扣除。我们将在每个月底开具发票以收回我们的收入。



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新条款添加到第 4 节我们收取的费用

4.2 多平台费用调整，当我们不是客户唯一的在线订购处理合作伙伴时，我们的意思是当客户使用 Justeat、Uber eat 和/或任何其他类似的在线订购解决方案时。除了 4.1 中提到的费用外，Card 和 Cash 订单都会产生额外的 4% + 50p 处理费。这种调整是向客户而非客户收取的，目的是使我们的业务保持竞争状态。

4.3 逾期付款费用将添加到我们发给客户的任何逾期发票中。我们所有的发票都包含开具日期和到期日，请您按时付款，以免出现问题。滞纳金包括两种费用。

1. 债务的年度法定利息，即发票金额的 8% 加上英格兰银行的基准利率。英格兰银行的基准利率可能会发生变化，自 2020 年 3 月 19 日起，当前利率为 0.1%。
2. 一次性的固定补偿费，根据发票的大小而变化：低于 1000 英镑的债务为 40 英镑；1000 英镑到 10,000 英镑之间的债务为 70 英镑；对于 10,000 英镑或更多的债务，100 英镑

总费用 = 每日滞纳金 × 逾期天数 + 补偿费



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