

What is an SLA and what does it cover?

An SLA (Service Level Agreement) or Support agreement is like a warranty. It means a Partner Restaurant website is covered should any errors or bugs get spotted. The FoodHouse will address such issues under the response times listed below. In addition, The FoodHouse will edit menu items/text/images/settings on the website that sit outside the control of the Partner Restaurant - e.g. within the technical setting of the website.

Period of Support

The FoodHouse will agree to support the Partner Restaurant from signup until the service is terminated. Support is only provided where the Partner Restaurant is compliant with our standard Terms and Conditions and all monthly subscription payments are up to date.

Logging Support Tickets

Partner Restaurants are able to log errors/faults on our Partner Hub or request updates to content that is not within their control. All requests should be logged on the Partner Hub 'Contact Support' section or emailed to support@thefoodhouse.co.uk, Requests logged outside either of these routes will not be subject to the response times set out below. If The FoodHouse feel a request is outside what is covered by the support agreement, they will let the Partner Restaurant know and discuss the request as additional development and propose a solution and cost. Work on such a request would not be undertaken until agreement with the Partner Restaurant on the additional cost and approach.

Requests for support via SMS text/WhatsApp can take up to 1 working to enter the SLA system, so requests via the support ticket system are the recommended method.

Please note: WhatsApp is not monitored outside of office hours (Monday-Friday 9am-5pm).

Response Times

The FoodHouse will classify all requests as one of the following and as such each will aim to resolve within the given times:

Priority 1 Urgent: an error which has caused the Website to be offline or be in such a state that it is causing the Partner Restaurant serious brand damage. E.g. if a payment gateway is allowing users to checkout without taking payment or contact forms are not triggering emails through to the Partner Restaurant and hence, they are losing enquiries. Aim to resolve within 1 working day.

Priority 2 High: an error that is causing the Partner Restaurant to lose revenue directly but one that is not deemed as "urgent". Aim to resolve within 2 working days.

Priority 3 Normal: an error that inhibits typical user experience but does not result in a loss of revenue for the Partner Restaurant directly. Aim to resolve within 10 working days.

Priority 4 Low: an error that is not inhibiting typical user experience. Aim to resolve within 14 working days.

Support on work not covered with an SLA

Where support requests are received from Partner Restaurants on work that is not subject to an SLA, The FoodHouse has no responsibility to respond and fix the error reported. However, The FoodHouse will always aim to respond to the Partner Restaurant with a resolution route and cost associated with this. All requests outside a support agreement are treated with low priority until agreement on any cost to look at the issue.

Invalidation of an SLA

Should a Partner Restaurant have or gain access to their website code files and make changes themselves or edit settings in their content management system that are only available to super administration rights, an SLA will become invalid. Any subsequent work to rectify any issues caused and to bring the website back to state it was before would be chargeable.