

**Website and App fees (All prices exclude VAT at the current rate)**

**Monthly Subscription Fees**

**Setup Costs**

£50	Website only setup fee
£250	App only setup fee
£250	Website and App setup fee

**Monthly Fees**

£25	Website only (includes £5 monthly card payment fee)
£35	App only (includes £5 monthly card payment fee)
£50	Website and App (includes £5 monthly card payment fee)

**0% commission website charges**

£40	Full menu change
£60	Full menu price change and add new items
£150	Full menu change including programming for new owner of business

*Note. Callouts only available within 30 miles of Newcastle upon Tyne during support hours.*

**Card processing fees:**

Up to £3000	2.5% + 25p
£3000-£5000	2.3% + 25p
£5000-£7500	2.1% + 25p
£7500	1.5% + 25p

See our **Payment Gateway Terms and Conditions** for more information on our payment gateway service.

Our VAT number is 342173229.

**Customer Fee Plans (All customer fee plans include VAT)**

**Plan rates – depending on order quantity**

**Budget**

0-199 orders per 4 weeks

Card rate – 2.5% + 25p

Customer Fee – 50p per order paid to The FoodHouse

Free order confirmation text to customer

**Standard**

200-499 orders per 4 weeks

Card rate – 2.5% + 25p

Customer Fee – 50p per order paid to The FoodHouse

Free order confirmation text to customer

Full menu update – £15

**Advanced**

500-999 orders per 4 weeks

Card rate – 1.75% + 23p

Customer Fee – 40p per order paid to The FoodHouse

Free order confirmation text to customer

Free Full menu update

Free Domain

Optional – Add Facebook for 10p per order (Social Media Silver Package)

**Premium**

1000+ orders per 4 weeks

Card rate – 1.5% + 20p

Customer Fee – 30p per order paid to The FoodHouse


Free order confirmation text to customer

Free Full menu update

Free Domain

Optional – Add Facebook for 5p per order (Social Media Silver Package)

Optional – Add Facebook and Instagram for 10p per order (Social Media Gold Package)

 0330 223 4667

 [thefoodhouse.co.uk](http://thefoodhouse.co.uk)

 [hello@thefoodhouse.co.uk](mailto:hello@thefoodhouse.co.uk)

John Buddle Work Village, Newcastle upon Tyne, NE4 8AW

**The FoodHouse (theFoodHouse.co.uk) fees (All prices exclude VAT at the current rate)**

**Setup Costs**

50p Customer surcharge fee (paid by customer)

**Card Payments**

An additional fee of 2.5% + 25p on all card payments is payable on your account (paid orders only). These are paid out 3 working days behind or on your chosen payment day. Card rates will also be aligned to your own website rate if this is lower.

**Other fees and charges**

£40 Full menu change  
£60 Full menu price change and add new items  
£150 Full menu change including programming for new owner of business  
£20 Per hour or part thereof for remote support  
£30 Callout fee (Weekdays Mon-Fri)  
£50 Callout fee (Weekends Sat-Sun including Bank Holidays)

**You can change product prices for FREE by using our new Partner Hub.**

**EPOS support plans**

Plan costs are per month

£30 Bronze plan  
£50 Silver plan  
£70 Gold plan

Our VAT number is 342173229.

### Other Services (All prices exclude VAT at the current rate)

Flyers (Including design, print and delivery to a UK Address)

5000 - A6 Leaflets 170gsm - £95

10000 - A6 Leaflets 170gsm - £130

5000 - A5 Leaflets 170gsm - £140

10000 - A5 Leaflets 170gsm - £190

20000 - A5 Leaflets 170gsm - £310

### SMS Marketing

The service is completely pay as you go, and you just need to buy a bundle of texts for your campaign.

1000 texts - £70

2000 texts - £130

3000 texts - £180

4000 texts - £220

5000 texts - £250


Orders of 5000+ texts are charged at 4.75p per text when buying in bulk. Texts purchased do not expire and can be used for multiple campaigns if required. Customer can opt out of the service by texting a special number to be removed from the list. Please note you **CANNOT** use this service to text numbers you have obtained from Just-Eat or Hungry House as this data belongs to the respective companies. This is illegal and you can be fined heavily if used.

### TV Menu Displays

Static Menu Image	£80	
Running Video Images	£250	(Max 4 menu/offer screens)
Running Video Images	£350	(Max 8 menu/offer screens)

### Social Media Packages

Bronze	£50	per month
Silver	£75	per month
Gold	£120	per month
Platinum	£175	per month

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## Technical Support

£20	Per hour or part thereof for remote support using Anydesk/Teamviewer etc
£30	Callout fee (Weekdays) when there is no fault of The FoodHouse
£50	Callout fee (Weekends) when there is no fault of The FoodHouse

## Miscellaneous

.co.uk domain	£15	per year
.com domain	£25	per year
SMS Printer	£250	Sim and Wi-Fi
SMS Printer (Ethernet)	£300	Ethernet only
2 <sup>nd</sup> hand PC	£100	includes Tower, Screen, Keyboard and Mouse
Receipt Printer	£100	Brand new with 1-year warranty
EPOS PC Package*	£1200	See our sales booklet for details
EPOS Software*	£250	Per pc licence
EPOS Data Backup	£5	Per month

*\* EPOS Software licence is £100 per year thereafter*

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