

# Attention:

## Restaurants

## Delivery Apps

## Delivery Workers

## Consumers

### We Want Your Feedback on the City's Fee Caps

NYC law caps the fees that third-party apps (delivery apps) can charge restaurants. Fee cap amounts are:

- 15% to deliver the order
- 5% to provide a basic service allowing restaurants to receive delivery and pickup orders and to be listed and searchable on the delivery app's platforms
- 20% to provide enhanced service
  - » A delivery app can only charge an enhanced service fee if it offers a basic service priced at or under the 5% cap.
- 3% to process electronic payment
  - » Only exception is if an app pays more than 3% and can show proof.

The law requires the Department of Consumer and Worker Protection (DCWP) to issue a report on the fee caps.

**To inform our recommendations, we want to learn from you.**

### How You Can Help

- See the back for questions for restaurants, delivery apps, delivery workers, and consumers.
- **Please email [RuleComments@dcwp.nyc.gov](mailto:RuleComments@dcwp.nyc.gov) by May 6, 2026** with your responses and any other comments about your experience.

Thank you!

# Are you a ...

## RESTAURANT

***If you use an app to take customer orders for delivery or pickup, we want to know:***

- How have app fees affected your business?
- Have the fee caps affected your revenue or your marketing budget?
- Do you use the enhanced services provided by delivery apps? If yes, what services are provided for the enhanced service fee?
- Do you use more than one delivery app? If yes, how many do you use and why?
- Have apps refused service because of the fee caps?
- Have apps charged more than the fee caps?
- Do apps charge per order using a flat fee or some other method?
- What percentage of an order's purchase price do you typically pay an app?
- Do you make a profit from online orders from apps?
- Is using an app necessary to compete for customers?
- Have you tried to reduce using apps to reduce the fees you pay them?
- Have you declined to use an app because the fees are too high?
- Are the fee caps too high, too low, or about right?

## DELIVERY WORKER

***If you do restaurant deliveries for an app, we want to know:***

- Do the fee caps affect your wages or working conditions?
- Have the fee caps impacted you in any other way?
- Are the fee caps too high, too low, or about right?

## DELIVERY APP

***If you operate any website, mobile application, or other internet service that offers or arranges for the sale and same-day delivery or pickup of food and beverages from an NYC restaurant you do not own, we want to know:***

- How have the fee caps affected your business?
- Have the fee caps affected your revenue?
- Do the fee caps affect how much you pay workers or your policies on working conditions?
- Do the fee caps affect the services you offer restaurants for listing, processing, or marketing them?
- How often do restaurants choose the enhanced services option?
- What services do you provide for the enhanced service fee?
- Do you charge all restaurants the same fees or does your fee structure differ depending on the restaurant?
- Do you charge restaurants per order using a flat fee or some other method?
- Have you passed costs to consumers because of the fee caps?
- Have you ever declined service to a restaurant because the fees you'd get would be too low?
- Are the fee caps too high, too low, or about right?

## CONSUMER

***If you use a third-party app to order food and beverages from an NYC restaurant for delivery, we want to know:***

- Have you seen any information about fee caps when using an app?
- Do app fees affect how much you tip the delivery worker?
- Are the fee caps too high, too low, or about right?