

### Regarding 3<sup>rd</sup> Party Delivery Companies:

We hate to put negative things on Facebook and on our website, but it's gotten to the point where we simply have to. Pyra does NOT partner with Uber Eats or Grubhub, or any other 3<sup>rd</sup> party delivery service for that matter. The reason is simple; if we sign a contract with them, they take a "commission" averaging about 30% of your order from us. We don't know of any restaurant that makes that kind of margin, and that means we would lose money on every order we send out with these 3<sup>rd</sup> party companies.

But not to be thwarted, we can be found on their sites regardless of whether we have an agreement with them. You can find our menus –old, inaccurate ones as of this writing, when you visit their sites. Again, we have not authorized this.

What happens is this: You call a third party delivery service and place your order. They in turn call us and place your order under a pseudonym -keeping us from knowing. They then show up, give us their credit card, and collect your order. (Stiffing our staff, every time) If everything goes well they get to your house while the food is still somewhat warm (They may pick up other orders from other restaurants before actually heading to your place to deliver your food.)

Here is the problem: They don't represent us; they only pretend they do. We don't pay them a commission. They are so determined to take market share from their competitors that they are willing to do this for the delivery service charge they charge you -AT THIS POINT. Their real aim is to try to hold us, the restaurant, hostage until we relent and sign an agreement with them.

Most of the time, for you our customer; everything goes fine. But when it doesn't we have had Hell to pay with customers who don't understand that we have NOTHING to do with these delivery companies. In the past month or so, we have had at least a half-dozen phone calls from customers wanting to know where their food is. We have no answer for them. We have had calls from people upset because their food arrived cold. They assume we have a part in this. We have had calls from people who were told 40 minutes who have had to wait twice that. We have had customers call who NEVER received their food. Last night, January 7<sup>th</sup>, we had an Uber Eats driver arrive only to have his credit card declined. He left saying another driver would show up shortly to pick up the order with a valid credit card. It didn't happen, we ate the loss, and those customers *also* never received their food.

We are a very small restaurant, as are most that have made the choice not to participate with 3<sup>rd</sup>-party delivery services. Prior to the Covid-19 outbreak, 99% of our business was in-house. Only a tiny fraction was take-out. That has changed dramatically, but with the cost of labor and liability insurance to cover the drivers, it still isn't something we can do and remain in business.

Having said all of this, we sincerely THANK ALL OF YOU OUR LOYAL CUSTOMERS for supporting us through this very difficult time for the restaurant industry. We truly appreciate your patronage and are not necessarily suggesting that you don't use these 3<sup>rd</sup>-party services. If you prefer to, or need to, that is 95% fine with us. (We'll reserve the remaining 5% for the servers who get stiffed, and for the orders that don't get paid for.)

We have survived this far, and with light at the end of the tunnel, we believe we will be here for a long time to come. Again, we hate to have to post this long, rather negative statement; but we also feel that we have hit the point where we really need to make everyone aware of what is happening to some of the smaller restaurants in our community who have made, or have had to make the same decision that we have.

Thank you everyone. We hope to see you soon!