

DINE-IN RESTAURANT RELIEF PROGRAM FAQ – PHASE 3

What is the goal of the program?

- The Dine-In Restaurant Relief Program is a COVID-19 industry relief stream created with an initial \$5 million allocation from the Province of Manitoba. Developed by the Manitoba Chambers of Commerce in partnership with the Manitoba Restaurant & Foodservices Association, Phase 1 was developed to help offset the significant costs incurred by traditional dine-in restaurants that chose to shift to a food delivery model while under Critical (code red) restrictions of the RestartMB Pandemic Response System that prohibit dining room operation/in-person dining.
- Phase 2 expanded the program with \$2 million in additional funding to include an additional month (February) for Dine-in restaurants doing delivery, and to include relief for eligible caterers and rural restaurants which do not have access to delivery capabilities.
- **Phase 3 expands the program on June 7, 2021, with a further \$2 million in additional funding to include:**
 - **an additional month (March) for previously approved Dine-in restaurants doing delivery (however, no new applications will be accepted for Dine-in restaurants doing delivery and ONLY the month of March will be available for relief during Phase 3);**
 - **a second rebate payment equal to the first for caterers and rural restaurants accepted into the program in Phase 2; and**
 - **applications from fast casual restaurants and new applications from caterers and rural restaurants which have seen a significant decline in revenue in 2020 over 2019 due to the pandemic and dine-in health order closures.**

What are the important application dates and timelines?

***PLEASE NOTE THE FOLLOWING DEADLINES ARE NOW UPDATED FOR PHASE 3:**

- The deadline for new applications is **June 20, 2021, at 11:59pm.**
- For approved applicants, the deadline for submission of supporting documents, ie, invoices and reports, is **July 5, 2021.** Incorrect documents or late submissions of documents will not be considered.

What are the qualifying criteria?

- **PLEASE NOTE: no new applications for Dine-in restaurants doing delivery will be accepted in Phase 3, and ONLY the month of March is available for relief.** Previously, under Phases 1 and 2, restaurants must have relied on dine-in revenue prior to the pandemic and associated Code Red restrictions (in effect November 2, 2020 for the City of Winnipeg and November 12, 2020

province-wide) which closed restaurant dining rooms to guests. Traditional eat -in circumstances must have shifted to food delivery services.

- Eligible delivery services included those provided by third-party companies, in-house models, or a combination of the two.
- Qualifying restaurants and food service establishments must have been able to prove delivery commissions/fees/revenue through proper documentation such as invoices and reports (see documentation section below for more info).
- Phase 2 included caterers and rural restaurants which did not have access to delivery models or capabilities. These organizations must submit documentation to demonstrate eligible revenue declines comparing 2019 to 2020 (see documentation section below for more info).
- Quick service restaurants (also known as QSRs), drive-thru, take-out, and other restaurant and food service establishments that did not rely on dine-in revenue prior to the pandemic and Code Red restrictions were not eligible for support from Phase 1 or 2. Fast casual restaurants have become eligible for Phase 3, but due to limited funding, other QSR models remain ineligible.
- Phase 3 now includes fast casual restaurants which can prove revenue decline from 2020 over 2019 due to the pandemic. Fast casual for the purposes of this program is defined as independently owned restaurants with limited eat-in capacity, and whose revenues are driven in large part by walk-up counter service, not traditional "quick service" national chains (QSR's).

What are the application process and steps?

- Restaurants and food service establishments applying in Phase 3 must first submit an application.
- Once an application is submitted, the MRFA team will review the application and approve or reject it within 7-10 business days.
- Ineligible applicants will be notified by email with a reason for the rejection.
PLEASE NOTE: some applicants have reported that rejection emails end up in their junk or spam folder. Please check those inboxes if you have not received a reply within 10 business days after applying.
- Approved applicants will receive an email prompting them to create a login for their location(s) and giving them access to a secure, individualized portal to upload supporting documentation.
- Once documentation is uploaded, applicants will indicate they are ready for a month/section of documents to be reviewed by "submitting" their months/sections, which will lock in their documents. Should an applicant require subsequent access to edit submitted documents, or it is determined that other documents are required, access to the portal and/or documents can be restored for that reporting period.

What fees, commissions, and revenues are eligible for rebate?

- Third-party delivery commissions and monthly fees will be reimbursed at 100%. Ineligible expenses from third-party companies include, but are not limited to: charges for restaurant errors and fees incurred for driver wait times at restaurants, set-up or hardware fees, as well as marketing with third-party delivery companies.

- In-house delivery revenues (before tips and taxes) will be reimbursed at 20% of their total value. Ineligible costs related to in-house delivery are fees charged to customers for delivery costs as well as employee wages, take-out container costs, delivery vehicle kilometres and fuel charges, and other ancillary costs outside of direct delivery revenue.
- Delivery revenue may include delivery of meal kits, grocery items, and other food items restaurants have added to their offerings during the pandemic.
- Any combination of the above in-house and third-party delivery will be accepted, and a qualifying restaurant may submit supporting documentation for both methods.
- Items not related to food or drink (such as merchandise, décor, clothing, gift cards, etc.) are not considered eligible revenue.
- Caterers and rural restaurants that do not have access to delivery models will be allocated a relief amount and paid out according to a tiered system depending on their percentage of revenue decline. Applicants approved for Phase 2 will receive an automatic second payout equal to their first amount, and NEW Phase 3 applicants will receive a one-time payout equal to double the amount of their relief calculation. These organizations will not be rebated for any fees, commissions, or revenues otherwise.
- Fast casual restaurants will be allocated a one-time relief amount and paid out according to a tiered system depending on their percentage of revenue decline. These organizations will not be rebated for any fees, commissions, or revenues otherwise.

What supporting documentation is required?

Third-party Delivery Services: Once a restaurant has been approved, the applicant must provide documentation from third-party delivery partner(s) that shows a clear breakdown of delivery commissions and fees paid during the reporting period.

- The general model of reporting in [the attached template courtesy of SkipTheDishes](#) may be used for all third-party delivery companies. The report must detail the delivery commissions and fees for the reporting period (preferably a custom csv report). Additionally, applicants must provide a report or set of reports which are files that cannot be edited (not a csv report as above, either a PDF or image file or similar style document) such as an invoice or statement report with logo and/or company name to validate/confirm the approximate numbers which the csv report from above details. This can be four weekly statements like in the example, a monthly statement, or some similar type of statement.
- PLEASE NOTE: The MRFA is aware that all third-party company reporting varies slightly, but custom reporting and supporting invoice/statements appear to be available across all platforms encountered thus far.
- The MRFA and MCC wish to thank SkipTheDishes for providing these reports for use as templates.

In-House Delivery Services: Approved applicants must provide revenue reports for required months/periods which demonstrate the breakdown of delivery revenue vs take-out/curbside/pickup/all

other revenue. Year over year revenue comparisons may be requested if revenues are above industry averages.

- Applicants who are unable to provide revenue reports that break down delivery vs other revenue types due to a lack of tracking these differences within their system will be reimbursed based upon the industry average.

Caterers & Rural Non-Delivery Restaurants: Approved applicants must provide revenue reports comparing 2019 to 2020 to demonstrate revenue declines.

- Applicants must provide POS reporting or other non-editable (not spreadsheet) reporting that clearly demonstrates net sales (excluding any sales that are not food and beverage related if the organization sells other merchandise) and excludes tips, taxes, and other fees for the whole of 2019 and 2020.
- The MRFA team will compare the revenues and calculate the percentage of decline and allocate a one-time payout of relief based upon this calculation.
- **PLEASE NOTE: For Phase 3, applicants accepted and paid during Phase 2 do not need to submit any further documentation and should receive an automatic duplicate payment of the exact same amount as their first payment from Phase 2. New applicants accepted and processed in Phase 3 will receive one payment equal to the doubled-up amount during Phase 3.**

Fast Casual Restaurants: Approved applicants must provide revenue reports comparing 2019 to 2020 to demonstrate revenue declines.

- Applicants must provide POS reporting or other non-editable (not spreadsheet) reporting that clearly demonstrates net sales (excluding any sales that are not food and beverage related if the organization sells other merchandise) and excludes tips, taxes, and other fees for the whole of 2019 and 2020.
- The MRFA team will compare the revenues and calculate the percentage of decline and allocate a one-time payout of relief based upon this calculation.

What is the expected timeline and steps for processing payment?

- STEP 1: The MRFA team will begin reviewing documentation once an approved applicant has successfully submitted all required documentation for a given reporting period. Due to the volume of documentation required and number of applicants, documentation review may take up to two weeks after submission.
 - The MRFA team will endeavor to process document review for payment approval as soon as possible, and may need to go back to applicants for additional information.
 - Payments will be disbursed for each reporting period/month of the program as submissions are processed, reviewed, and approved on a rolling basis.

- STEP 2: Once an applicant's document submission is processed for payment approval, the MCC team will process applicant payment.
- STEP 3: Payment notification will be sent by email to applicants and funds will be transferred by EFT to the banking institution and account submitted with the application.
- Any changes to banking information can be updated by contacting DineInApply@mrfa.mb.ca or grant@mbchamber.mb.ca.
- **PLEASE NOTE: If your banking information is not accurate, you will not be paid out according to the timelines above. If you receive an email from our team about your banking information or a test payment for \$5 to your account with instructions to confirm payment, please follow the instructions in the email sent to you to confirm payment information, or you will not be paid out the remaining relief funds.**
- **PLEASE NOTE: A timeline for paying out Phase 2-approved caterers and rural restaurants is subject to an internal review process which may take several weeks from the launch date of Phase 3. If at the close of Phase 3, your organization (which was accepted and paid out in Phase 2 as a rural restaurant or caterer) has not been paid out the automatic second payment, please contact us at dineinapply@mrfa.mb.ca.**
- **PLEASE NOTE: the maximum amount a single applicant may be paid out by this program is \$80,000 cumulatively through all phases.**

What do I do if I have additional questions?

- Please direct all inquiries to MRFA at DineInApply@mrfa.mb.ca

Please refer to the [terms and conditions](#) for additional information.