

What is The Digital Bistro?

The Digital Bistro is a premier virtual restaurant specializing in **farm-to-table gourmet Mediterranean cuisine**. We eliminate the overhead of a traditional dining room to focus entirely on culinary excellence and high-speed delivery, ensuring you receive restaurant-quality meals in the comfort of your home.

How do I place an order?

Ordering is designed to be seamless:

1. **Browse:** Visit www.digitalbistro.com or open our mobile app.
2. **Select:** Add your favorite dishes to the digital cart.
3. **Customize:** Click "Modify" on any item to remove ingredients or add notes.
4. **Checkout:** Pay securely via credit card, Apple Pay, or Google Pay.
5. **Enjoy:** Watch your meal progress from the kitchen to your doorstep.

What are your operating hours?

We serve our community during the following windows:

- **Lunch Service:** 11:30 AM – 2:30 PM
- **Dinner Service:** 5:00 PM – 10:00 PM
- **Late Night (Weekends):** 10:00 PM – 12:00 AM
- *Note: We are closed on Monday mornings for deep cleaning and staff training.*

What kind of food do you offer?

Our menu is a curated selection of Mediterranean-inspired dishes. Signature items include our **Truffle Mushroom Risotto**, **Harissa-Glazed Salmon**, and **Deconstructed Greek Salads**. We offer a wide range of plant-based and keto-friendly options labeled clearly on the menu.

How does this differ from standard delivery apps?

Unlike third-party apps that deliver for many places, we are a **vertical e-restaurant**. We own the kitchen, the menu, and the delivery fleet. This means your food doesn't sit under a heat lamp waiting for a random driver; it moves directly from our chef to our dedicated couriers.

How does delivery work?

Once our chefs hit "Complete" on your order, it is placed in an **active-heat induction bag**. A Digital Bistro courier, who is specifically trained in food handling, is assigned immediately. This "single-stop" model ensures your food doesn't tour the neighborhood before arriving at your door.

What is the estimated delivery time?

We pride ourselves on precision. Our average delivery time is **35 minutes**. During peak Friday and Saturday dinner rushes, this may extend to **50 minutes**. You will receive an exact "Ready By" time at the moment of checkout.

How can I track my order?

Our app features **Live GPS Tracking**. You can see exactly when your meal leaves the kitchen, the name of your courier, and their real-time movement on a map. You will also receive an SMS notification when the courier is two minutes away.

What areas do you deliver to?

We currently serve a **7-mile radius** from our central kitchen in the **Downtown Business District**. This includes the neighborhoods of North Hills, West End, and the University Terrace. If your address falls outside this zone, the app will notify you before you start your order.

What about packaging?

We are committed to a zero-plastic initiative. All meals are delivered in **100% compostable sugarcane fiber containers** and FSC-certified paper bags. Our soup containers are lined with plant-based PLA rather than petroleum-based plastic, ensuring your meal is as eco-friendly as it is delicious.

Is there a delivery fee?

We charge a flat delivery fee of **\$3.99** to ensure our drivers are paid a fair, living wage. However, all orders over **\$45.00** qualify for free delivery automatically.

What if I have allergies or dietary restrictions?

Safety is our top priority. Our ordering interface includes a "**Major Allergen Filter**"—simply toggle "Nut-Free" or "Dairy-Free," and the menu will hide unsafe items. Additionally, every order is checked by a Sous Chef against the "Special Instructions" box before it is sealed.

How can I provide feedback?

We thrive on your input. After every delivery, you will receive a prompt in the app to rate your meal and your courier. For more detailed feedback or to suggest a new menu item, please email our General Manager at feedback@digitalbistro.com.

What if there is an issue with my order?

If an item is missing or incorrect, we offer an **Instant Resolution Policy**:

- **Live Chat:** Connect with a human agent in under 60 seconds via the app.
- **Phone:** Call our support line at **1-800-BISTRO-0**.
- **Resolution:** We will either redeliver the item immediately or issue a 110% credit to your digital wallet for the error.

Do you offer catering or large group orders?

Yes! For office lunches or private events of **15 people or more**, please visit our "Catering" tab. We require **24 hours' notice** for large-format platters. Catering orders include professional set-up by our team and reusable serving utensils.

Can I schedule an order for later?

Absolutely. Our "**Schedule Ahead**" feature allows you to place an order up to **5 days in advance**. This is highly recommended for Friday night dinners or important business meetings to guarantee your preferred delivery slot.