

Deliveroo Plus Terms And Conditions

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These T&Cs apply to you if you subscribe to a Deliveroo Plus account. These do not replace the Terms and Conditions of Service for your Deliveroo account or the Deliveroo Terms of Use for Website and Applications, which will continue to apply except to the extent these T&C vary them.

We know these T&Cs are quite long to read! You can find a summary in the Deliveroo Plus Customers FAQ sheet ("Customer FAQ") – <https://deliveroo.co.uk/faq#deliverooplus>

The Customer FAQ should not be used as a substitute for reading the Deliveroo Plus Terms and Conditions.

1. Deliveroo Plus

- Deliveroo Plus, is a customer programme ("Deliveroo Plus") offered to some Eligible Users. It allows those Eligible Users to subscribe to obtain free delivery on Eligible Orders (as further described in section 2 below) through our Service.
- Subscribers to Deliveroo Plus will receive free delivery on all Eligible Orders from Participating Partners (as further described in section 2) placed through our Service in Participating Cities (as further described in section 2). Deliveroo Plus acting in its sole discretion may offer selected Eligible Users other types of benefits at its discretion (for example, partner offers, special promotions, memberships, or services) which may among other things depend on the Eligible User's location and/or frequency of use of the Service.
- Occasionally we may make changes to Deliveroo Plus including the benefits available to you and/or these Terms. We will communicate any material changes to you prior to being implemented via email or by displaying a prominent notice on our Service ("Change Communication"). We will take your continued use of our Service following receipt of our Change Communication as acceptance of the relevant change. We recommend reading all Change Communications that we send you carefully.

- If you do not want to continue with your Plus Subscription following receipt of a Change Communication you may cancel your Plus Subscription with immediate effect (see below).

2. Eligible Users, Eligible Orders and Participating Partners

Eligible Users

Plus and/or some aspects of Plus, including any Free Trial Period, may not be available to all Eligible Users. We will explain which services are available to you when you sign up.

To qualify as an Eligible User, you must meet the following criteria when you sign up for a Deliveroo Plus account and at all times during your Deliveroo Plus subscription:

You must:

- be 18 years of age or over;
- be located primarily in a city or Emirate that has been notified to you via the Service, or on the Deliveroo website as operating Deliveroo Plus (“Participating City”);
- sign up to Deliveroo Plus on your personal account (if you are a Deliveroo for Business customer, you will not be eligible to use your Deliveroo Plus benefits when you are using your company allowance to pay for an order);
- have a valid credit or debit card saved on your profile that is not already used to pay for a different Deliveroo Plus account (see Section 6 of these terms “Payment Method” for more details); and
- comply with any other criteria communicated to you at the time of signing up.

If it has been determined by Deliveroo that you do not comply with the above criteria, but you believe that you do, you should contact the Customer Services Team by emailing support@deliveroo.ae. You may only use your Plus account primarily within the country in which you established your account.

Eligible Orders

Eligible Users will receive free delivery on all Eligible Orders. ‘Eligible Orders’ are all orders that are placed with a Participating Partner and meet the specified minimum order value.

The minimum order value will be communicated to you at the time of subscribing and when placing orders through the Service. Minimum order values may vary from time to time and

may differ between our Participating Partners. Deliveroo reserves the right to vary the minimum order value for any Participating Partner at any time in accordance with section 1.

Participating Partners

Deliveroo Plus is only available for Participating Partners. Deliveroo in its sole discretion, may determine which Partner Partners are “Participating Partners” for Plus, and may change the Participating Partner at any time. Any changes to Participating Partners may be notified to you in accordance with Section 1.

Fraudulent Activity

You must limit your Deliveroo account to your personal use, and not share your Deliveroo account details with any third party at any time during your Deliveroo Plus subscription. If we have reasonable grounds to suspect that you are not using your Plus account in accordance with these Terms Deliveroo may (in its sole discretion) immediately suspend or terminate your Deliveroo Plus subscription (along with any other steps Deliveroo is entitled to take in accordance with the Terms and Conditions of Service for your Deliveroo account).

3. To Sign Up

Eligible Users can sign up for Deliveroo Plus through our Service by:

- either logging online under the “My Account” section of your profile, from your order basket or after you have placed an order through our Service, where you will see a prompt with messaging related to Plus next to the delivery fee;
- tapping the promotion prompt to receive details (including pricing details) about Deliveroo Plus; and
- following the link from the Deliveroo Plus landing page.

4. Deliveroo Plus Fees

Eligible Users can subscribe to Deliveroo Plus for a fee which will be communicated at the time of subscribing (“Deliveroo Plus Fee”). The Deliveroo Plus Fee may vary from customer to customer depending on what other services, partner offers, special promotional plans or memberships are offered in combination with free delivery at the time of signing up.

If you have been offered a Free Trial Period (“Free Trial Period”), you will not be charged the applicable Deliveroo Plus Fee for the duration of the Free Trial Period . After the Free Trial

Period ends, you will be charged the Deliveroo Plus Fee at the relevant intervals for the remainder of your Deliveroo Plus Subscription Period in accordance with the terms and conditions set out in the “Payment and Billing” section below.

If you switch from an existing Plus Gold or Silver Plus plan, to an alternative Plus plan type, your next billing date is subject to change. Any direct change to your next billing cycle will be communicated to you in the “Subscription” section of “My Account” in-app.

You acknowledge and agree that Deliveroo may vary the Deliveroo Plus Fee during your Deliveroo Plus Subscription Period. Any increase to your Deliveroo Plus Fee will be notified to you as described above. You acknowledge that You will be required to pay any Service Fees in accordance with section ten of the Terms.

5. Deliveroo Plus Subscription Period

Your Deliveroo Plus subscription period (“Deliveroo Plus Subscription Period”) will be communicated and chosen by you at the time of subscribing.

You will receive an email prior to the end of the current Deliveroo Plus Subscription Period notifying you that your subscription will be automatically renewed for an additional Deliveroo Plus Subscription Period. Subscriptions will automatically renew at the end of each Deliveroo Plus Subscription Period until your Deliveroo Plus membership is cancelled (by you) or terminated (by us) in accordance with these terms and conditions. Your first Deliveroo Plus Subscription Period will start on the day you sign up, or, if you are offered and eligible for a Free Trial Period, the day immediately following the date on which your Free Trial Period expires (“Start Date”).

6. Payment And Billing

- **Payment Method:** Payment for Deliveroo Plus must be made by a credit or debit card saved on your profile through our Service ("Payment Method"). If you have multiple payment methods on your profile, when you sign up, you will be notified as to which Payment Method will be charged with the applicable Deliveroo Plus Fee.
- **Payment options:** Any payment options we have available will be communicated to you at the time of subscription.

- **Editing/Changing Payment Method:** You may edit/change your Payment Method by logging into either the Deliveroo Website or App and selecting “My Account” and then “Deliveroo Plus”. You cannot delete a Payment Method associated with your Deliveroo Plus account, unless you replace it with another Payment Method. To do this, you must first add a new Payment Method to your Deliveroo account and then replace the existing Payment Method associated with your Deliveroo Plus account with the new Payment Method. Alternatively, you can cancel your Deliveroo Plus subscription and following such cancellation you will be able to delete your Payment Method. If you added the Payment Method to your account when you signed up to Deliveroo, it will be automatically removed when you cancel.
- **Failed Payment:** If payment of the applicable Deliveroo Plus Fee is not successfully settled, due to expiration of your Payment Method, insufficient funds or otherwise, and you do not edit the Payment Method information within 24 hours of being notified of a failed payment Deliveroo will cancel your Deliveroo Plus subscription effective immediately and you will no longer receive the Deliveroo Plus service. You will remain responsible for any uncollected amounts. If we cannot charge you, we reserve the right, but are not obligated, to terminate your access to our Service or any portion of it.
- **Recurring Billing:** By starting Deliveroo Plus, you authorise us to charge you for a recurring Deliveroo Plus Fee at the current applicable rate within 24 hours of the first day of each Deliveroo Plus Subscription Period, provided that you will not be charged any amounts for the provision of the Deliveroo Plus service during any Free Trial Period. You acknowledge that any Deliveroo Plus Fee billed to you may vary for reasons that may include differing amounts due to promotional offers and you authorise us to charge your Payment Method for varying amounts.
- **Billing of your First Deliveroo Plus Fee:** Your first Deliveroo Plus Fee will be charged on the Start Date.
- **Refunds:** Deliveroo Plus Fees are non-refundable, except in the following exceptional circumstances: if we notify you in a Change Communication that you are entitled to a refund, if you cancel your Deliveroo Plus Subscription in accordance with the provisions below and we subsequently take payment of the Deliveroo Plus Fee from your Payment Method; if you cancel your Deliveroo Plus

membership within the Cooling-Off Period; or if your Deliveroo Plus Subscription is cancelled prior to the end of a Deliveroo Plus Subscription Period for which you have incurred a charge, due to your relocation to a country outside of the United Arab Emirates, disability or death.

- **Price Changes:** We reserve the right to adjust pricing of your Deliveroo Plus membership at any time. Any price changes to your Deliveroo Plus membership will take effect on your next Deliveroo Plus Subscription Period. We will notify you of any change in price via a Change Communication. Subject to applicable law, if following a Change Communication you continue to use the Service after the price change has taken effect, you will be deemed to have accepted the new price. If you do not accept the new price, you must cancel your Plus Subscription before the price change is implemented.

7. Managing Your Deliveroo Plus Account

All information relating to your Deliveroo Plus membership will be contained in the “My Account” section of your profile under “Deliveroo Plus”. From here, you will be able to view the remaining time on your Free Trial Period, cancel your Deliveroo Plus membership and update your Payment Method.

8. Pausing your Plus Subscription ("Plus Pausing")

The Plus Pausing feature allows you to pause your Deliveroo Plus subscription.

If you choose to pause your Plus subscription:

- You lose access to all Plus benefits for the period your Plus subscription remains paused.
- Any days remaining on your Deliveroo Plus Subscription Period at the time of pausing are frozen. You can use them after you unpause your Deliveroo Plus Subscription.
- We won't charge you anything until you unpause and have used any remaining days on your paused Deliveroo Plus Subscription Period

After you unpause:

- You will get access to all Plus benefits.
- You can't pause your Deliveroo Plus subscription again for another 30 days.

- You can use all of your frozen days that were remaining on your previous Deliveroo Plus Subscription Period when you cancelled. After all your remaining “frozen” days are used, we will then charge you the Deliveroo Plus Fee for the next Deliveroo Plus Subscription period.
- Your Deliveroo Plus Subscription Period date may change from what it is before you paused your subscription.
- All payments will be made in accordance with section 6 (Payment and Billing). E.g. if you pause with 10 days remaining in your payment cycle, after you unpause, you’ll first use the 10 days and only after that we’ll charge you for the next Deliveroo Plus Subscription Period.

If you choose to pause your Deliveroo Plus subscription and it remains paused for three months or more, Deliveroo may email to notify you that your Plus subscription will be automatically cancelled unless you unpause within the time period specified in the email. If you do not unpause, your account may be cancelled and you will lose any days remaining at the time of pausing.

If these Terms are updated while you have paused your Deliveroo Plus Subscription, the updated Terms will apply as soon as you have unpaused, or the date of commencement of the updated Terms, whichever occurs later.

If Deliveroo decides to terminate the Plus Subscription entirely or in an area affecting you while your Deliveroo Plus Subscription is paused, your Deliveroo Plus Subscription will also be cancelled along with the subscription program.

Deliveroo may amend or remove this right at its sole discretion.

9. Cancellation

- Cancellation of Deliveroo Plus: You may terminate your Deliveroo Plus subscription at any time. Following cancellation, you will continue to receive the Deliveroo Plus service for the duration of your current Deliveroo Plus Subscription Period. If you cancel a free trial the Plus benefits will cease immediately. If you cancel within your Cooling Off Period you will be entitled to a full refund.
- Cooling Off Period: You have a right to cancel a Deliveroo Plus membership during the Cooling-Off Period. The Cooling-Off Period will expire either:

after 14 days from the day of your initial sign up date or at the expiry of the Free Trial Period.

- **Exercising Your Right to Cancel:** To exercise the right to cancel under this section, you may either use the option within “My Account” area of your profile or you must inform our Customer Support Team by email (at support@deliveroo.ae) of your decision to cancel your Deliveroo Plus membership by clear statement.
- **Reimbursement:** If you cancel your Deliveroo Plus membership during the Cooling-Off Period, we will reimburse you for the payment you have made at the date of cancellation. If a reimbursement is due and payable to you, we will make the reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel this contract using the same means of payment as you have used to pay your Deliveroo Plus Subscription Fee.

10. Termination Or Modification

You agree that Deliveroo, in its sole discretion, may terminate, deactivate and/or suspend any account (or part thereof) you may have with us or use of the Service and remove and discard all or part of your account and/or discontinue, modify or alter any aspect, feature or policy of the Service or Deliveroo Plus. In the event that Deliveroo terminates, deactivates and/or suspends your account (for any reason other than in relation to a breach of these Terms and Conditions) Deliveroo will reimburse your Fee on a pro-rata basis.

11. Free / Limited Time Trial Offers

- **Trial Offer Availability:** From time to time, we may offer a no payment, fixed period, trial of our Deliveroo Plus membership (“Free Trial Period”) to some Eligible Users. Terms and conditions shall apply for each trial offer. The Free Trial Period is intended to allow new members and certain former members to try Plus.
- **Eligibility:** Eligibility for a Free Trial Period is determined by Deliveroo at its sole discretion. To prevent fraudulent activity and abuse of the Free Trial Period we may limit eligibility or duration. We reserve the right to revoke the Free Trial Period and put a hold on your account in the event that we determine that you are not eligible.

- End of Free Trial Period: At the end of the Free Trial Period, you shall be required to pay the Deliveroo Plus Fees. If you do not want to automatically pay the Deliveroo Plus Fee you must cancel your subscription within the Cooling Off Period. You can cancel the trial offer by logging into your account or by contacting Customer Services. Each Eligible User will only be entitled to one Free Trial Period. If you cancel your Deliveroo Plus subscription at any time in the future, any future subscription to Deliveroo Plus that uses the same Deliveroo account, phone number, or credit card associated with your first Deliveroo Plus subscription will not be entitled to receive an additional Free Trial Period.
- Providing mobile unique number: You will need to provide us with a unique valid mobile phone number. By providing this number you consent to us sending you a one-time verification code which you will be asked to provide back to us as part of the registration process and in order to activate the trial offer. If you do not have a valid mobile phone number you will not be able to participate in our trial offer. We will only be able to accept a mobile phone number on one (1) occasion as a means of validating a trial offer. Failure to provide a valid mobile phone number will result in your request to participate in the trial offer being declined. Please note that while we do not charge you for the SMS, your mobile standard messaging rates may apply. If you have any questions regarding privacy, please read our privacy policy at: <https://deliveroo.ae/privacy>.
- We reserve the right, in our absolute discretion, to withdraw or to modify our free trial offer at any time without prior notice and without liability, to the greatest extent permitted under law.

12. Plus Vouchers

From time to time, Deliveroo or other companies may issue Plus vouchers for free Deliveroo Plus subscriptions as part of a promotion or offer:

- These vouchers may allow you access to Deliveroo Plus for free, for a 'free period' which is the duration of the subscription as communicated with the voucher (e.g. 1, 3, 6 12, 24 months).
- Existing fee paying Plus subscription customers may also, subject to the terms of the voucher, be able to redeem these vouchers and if they are eligible for the

voucher will be moved onto a 'free period' plan from the voucher redemption date for the duration of the voucher period.

- To redeem vouchers you should:
 1. Go to the Deliveroo app and log-in/register for an account;
 2. Go to "My Account" page, click on 'Vouchers and Credit' and click 'Add Code'
 3. Enter your voucher code and press 'submit'
 4. Click 'Subscribe Now' on the pop-up window and select the option to 'Join DeliverooPlus'
- After the 'free period' expires, Plus subscriptions redeemed using a voucher will automatically be moved onto Deliveroo's current pay monthly subscription, and the relevant subscription fee will be payable by you. You will need to cancel your subscription prior to the end of the free period to avoid charges.
- Your use of Deliveroo Plus during any 'free period' will be subject to these Deliveroo Plus T&Cs as normal.
- Specific terms and conditions will apply to the relevant offer or promotion that offers/provides the Plus Vouchers.
- Vouchers cannot be redeemed on restricted products.

13. Deliveroo Plus Offer with Amazon Prime

- UAE Amazon Prime members can enjoy 1-year free ('free period') of a Deliveroo Plus Silver subscription worth over AED225 a year (AED 19/month) with their Amazon Prime membership. This includes unlimited free delivery on Deliveroo with orders over AED60. Service fees and Deliveroo Plus [T&Cs](#) apply to your use of Deliveroo Plus during this 'free period'.
- If you end your Amazon Prime membership at any time during your 'free period', you will lose access to Deliveroo Plus and your 1-year free Deliveroo Plus with your Amazon Prime membership will terminate. You will be notified via email once your Deliveroo Plus subscription is lost. If you were previously on Deliveroo Plus and decide to switch to the 1-year free Deliveroo Plus membership with Amazon Prime, and then end your Amazon Prime membership, you will not be re-enrolled to your previous Deliveroo Plus subscription. If you choose to restart your Amazon Prime membership again, you will need to reactivate the Deliveroo Plus with Amazon Prime offer by verifying your Prime membership again through the offer redemption process set out below.

- To redeem the offer, you should:
 1. Go to deliveroo.com.ae/amazon-prime
 2. Sign up or login to Deliveroo
 3. Link your Amazon account
- Existing fee paying Deliveroo Plus subscription customers in the United Arab Emirates are also able to redeem this offer (provided they have a current Amazon Prime membership) and, if they are an Eligible User, will be moved onto the Deliveroo Plus with Amazon Prime 'free period' plan for 12 months after the offer redemption date. At the end of your 'free period' or if you end your Amazon Prime membership, you will automatically be moved back onto your previous pay monthly Plus subscription plan, and the relevant subscription fee will be payable by you. You will need to cancel your subscription prior to the end of the 'free period' to avoid paying these charges.

14. Terms Applicable to Deliveroo Plus Gold Only

The Deliveroo Plus On-Time Promise for Gold benefit applies only to Eligible Users who are subscribed to Deliveroo Plus Gold. If an order arrives later than expected, you may be eligible to claim a credit. For some orders, additional fraud checks may be required before credit is applied to your account. Credit cannot be redeemed on restricted products.

Standard credit [terms](#) apply.

The Deliveroo Plus Credit-Back benefit applies only to Eligible Users who are subscribed to Deliveroo Plus Gold. Plus Credit Back enables customers to earn a percentage of their basket subtotal (excludes any additional fees applicable) on eligible restaurant and grocery orders over a set Minimum Order Value in the form of account credit. The Minimum Order Value will be made clear in the app or on the website before you place an order. Some partners are excluded. Customers cannot earn Plus Credit-Back on Pick up orders or Group orders. Credit will be automatically added to your account and you'll be able to redeem it on a future eligible order. Customers can stack credit and apply more than one credit to an order, but each credit must be redeemed within 3 months from the date of issue. You can't earn and redeem credit on the same order. Some products, including restricted products, are excluded from both earning and redemption of Plus Credit Back. Deliveroo reserves the

right to revoke Credit-Back benefits/offers at any time without notifying Eligible Users, changes to Credit-Back would not be considered material change under these terms. Standard credit [terms](#) apply.