

Merchant Portal Guide

Bolt Food



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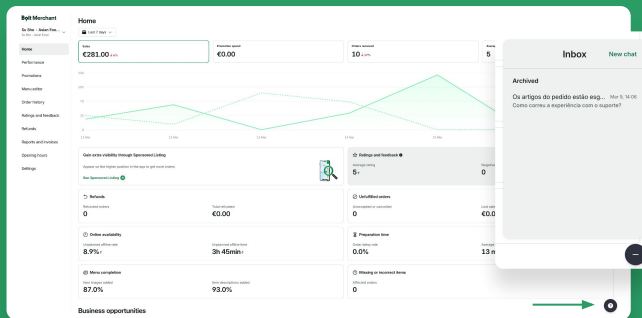
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Merchant Portal access and support

Account setup

1. Go to foodpartner.bolt.eu/forgotPassword ↗ to activate your account.
2. Your username is the email you used to register on Bolt Food.
3. Select **Choose new password**. You'll receive an email to create a password for your account.
4. Log in to your account: foodpartner.bolt.eu/login ↗

Support



Contact support via the Merchant Portal by clicking the “?” icon in the bottom-right corner.

If you can't access the portal, or need to arrange access for managers/team members/franchisees, email your local support team. More Merchant Portal info is on our [Restaurants help page](#) ↗

Contact emails

AZ azerbaijan-food@bolt.eu
BG bulgaria-food@bolt.eu
CY cyprus-food@bolt.eu
CZ cz-food@bolt.eu
EE estonia-food@bolt.eu
GE georgia-providers@bolt.eu
GH gh-food@bolt.eu
KE ke-food@bolt.eu
LV latvia-food@bolt.eu
LT lithuania-food@bolt.eu
MT malta-provider@bolt.eu
PL poland-food@bolt.eu
PT restaurantes@bolt.eu
RO romania-food@bolt.eu
SK slovakia-food@bolt.eu
UA ukraine-food@bolt.eu

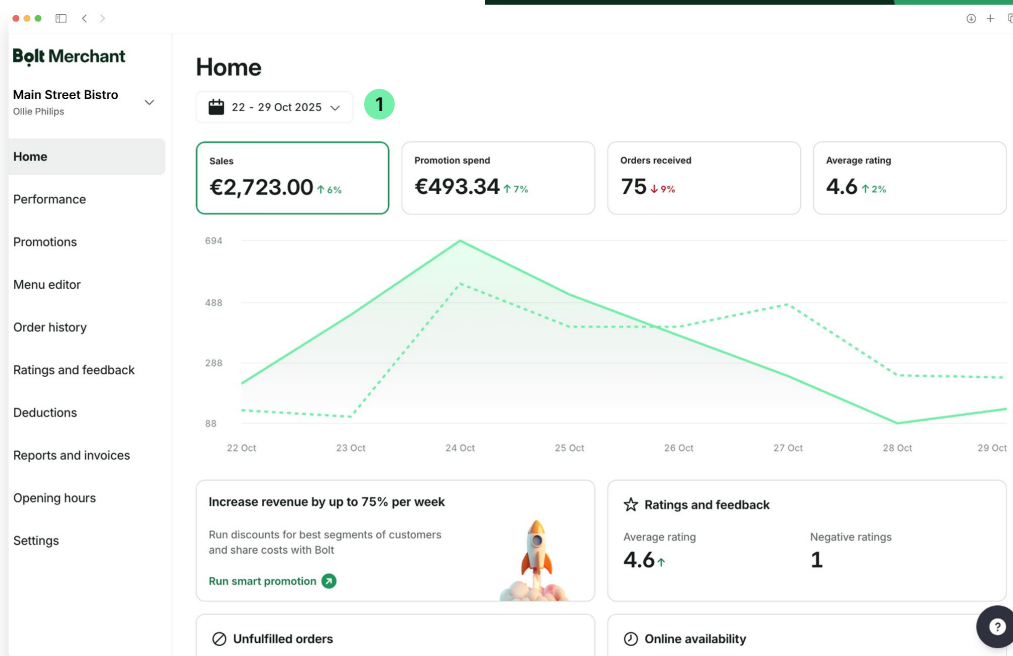
Home

Home

On the homepage, you can view **sales, promotion spend, orders received, and average rating.**

Get a more detailed breakdown by selecting different metrics to visualise them on the chart.

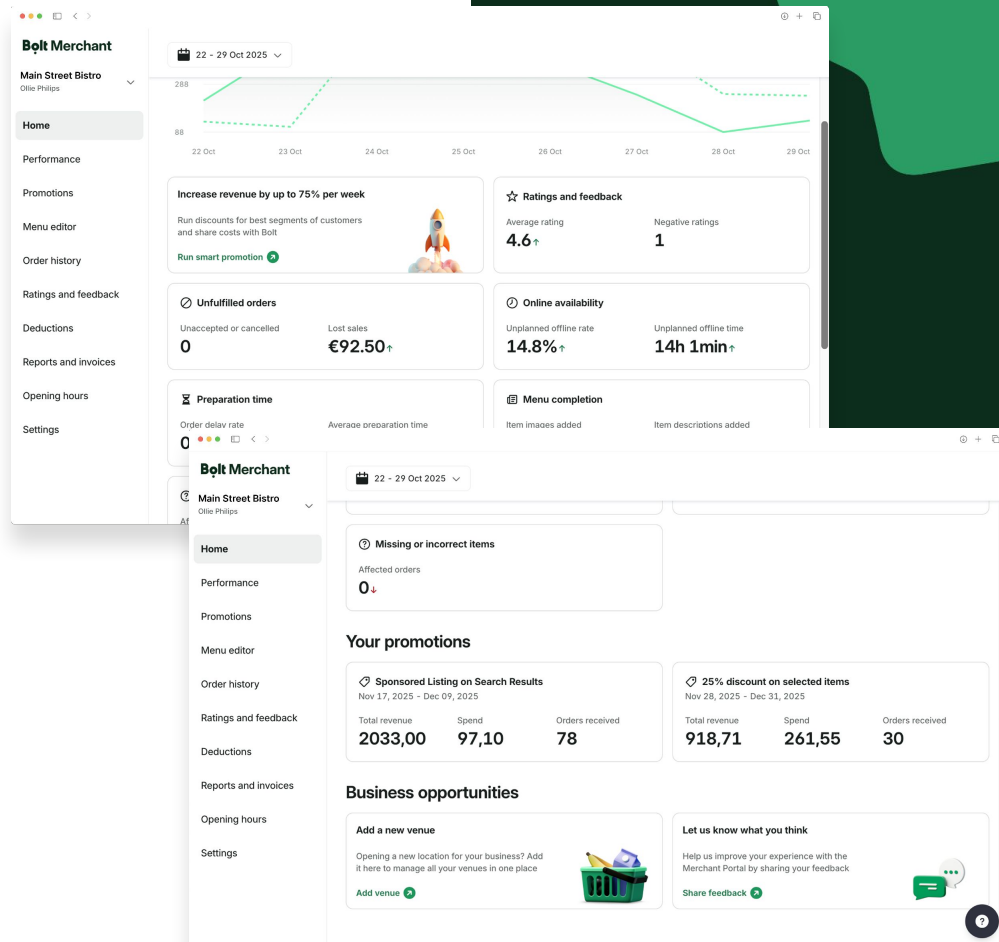
Select a date to view metrics for specific time periods. 1



Home

By scrolling down, you can quickly check whether there are any irregularities in your store's operations — including **Ratings and feedback**, **Refunds**, **Cancelled or unaccepted orders**, **Online availability**, **Preparation time**, **Menu completion**, and **Missing or incorrect items**.

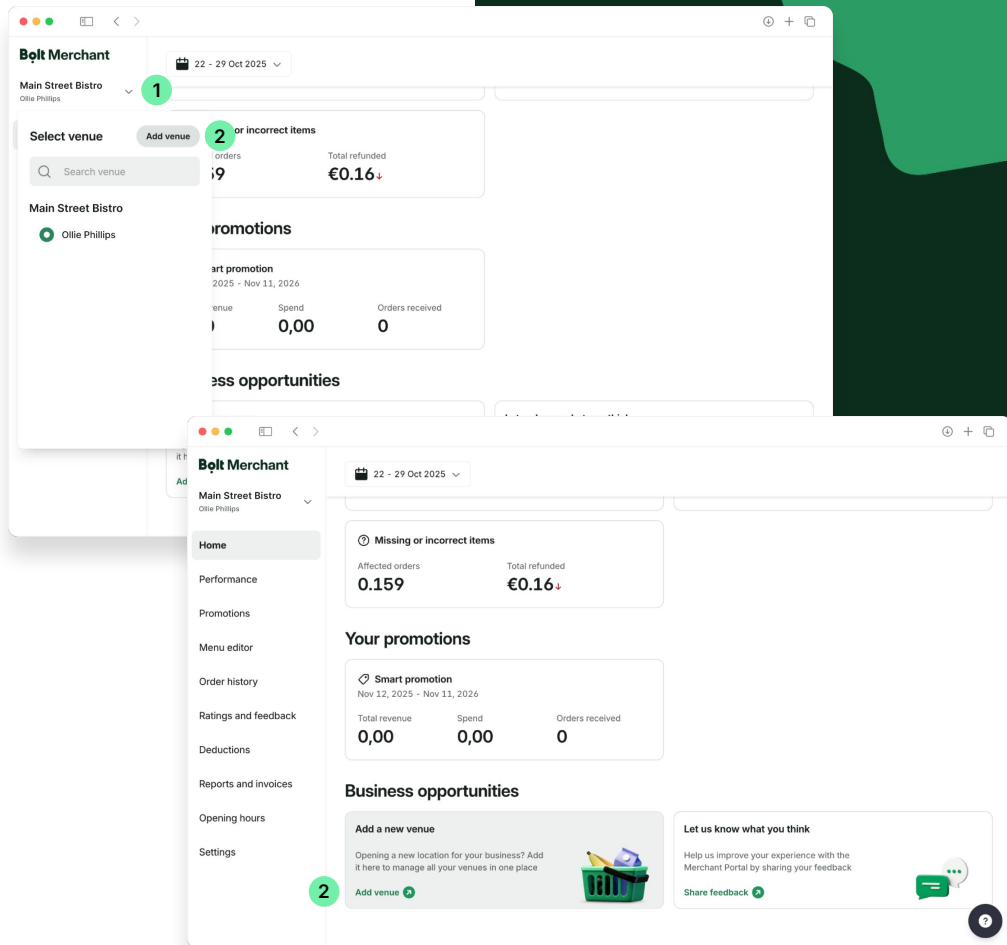
You can also check your **current promotion performance** and explore **growth opportunities**.



Home → Venues

If you have more than one location linked to your account, you can switch venues using the venue selector in the top-left corner of the portal. 1

You can add a new venue from the venue selector, or through the "Add a new venue" widget at the bottom of the home page. 2

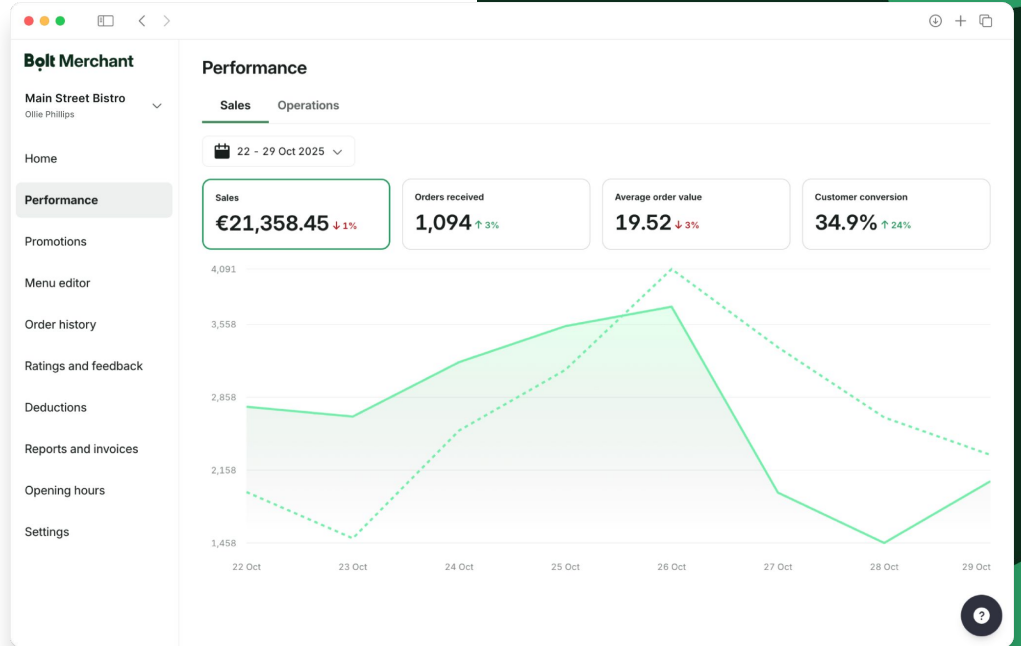


Performance

Performance

Performance is where you can track your sales and operational performance.

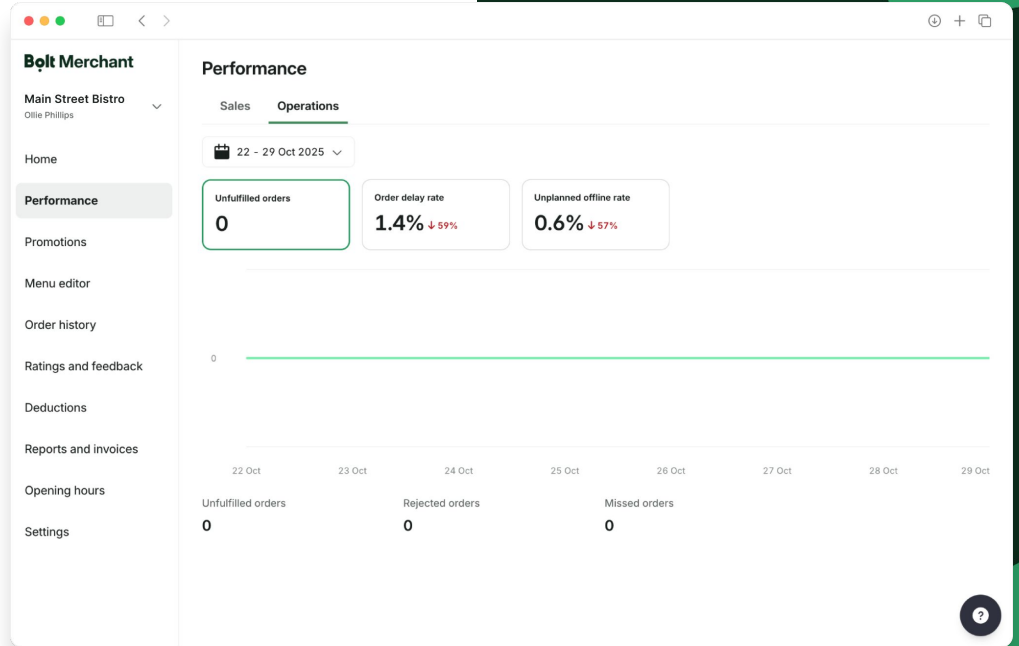
In the **Sales** tab, you can see trends in your **conversion rate**, **average order value**, **order volume**, and **total sales**.



Performance

By switching tabs from **Sales** to **Operations**, you can dive deeper into the operational insights of your restaurant.

Here, you can view metrics such as **Online availability**, **Unfulfilled orders**, **Order delay rate**, and **Complaints** — helping you gain a comprehensive understanding of your restaurant's performance and prevent potential loss of sales.



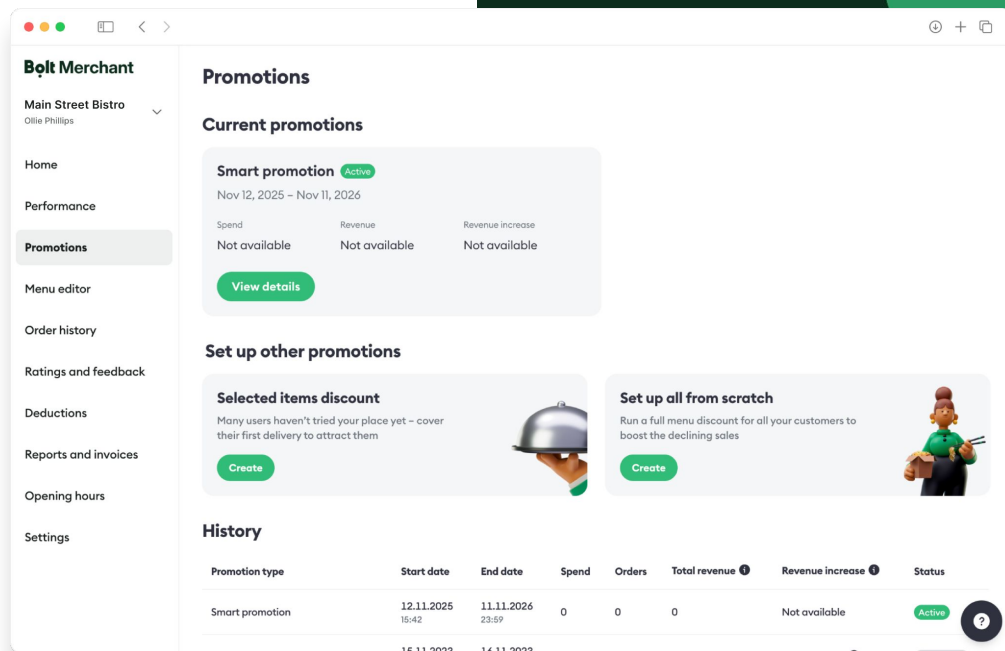
Promotions

Promotions

The Promotions section is where you can explore growth opportunities. You have multiple options to decide what works best for your business.

Try Smart promotions to target different audiences and share the cost with Bolt.

We also offer regular discount promotions that let you test the effectiveness of your campaigns.



The screenshot shows the Bolt Merchant interface for the 'Main Street Bistro' (owner: Ollie Phillips). The left sidebar contains navigation links: Home, Performance, Promotions (highlighted), Menu editor, Order history, Ratings and feedback, Deductions, Reports and invoices, Opening hours, and Settings. The main content area is titled 'Promotions' and includes:

- Current promotions:** A 'Smart promotion' (Active) running from Nov 12, 2025 to Nov 11, 2026. Metrics for Spend, Revenue, and Revenue increase are all 'Not available'. A 'View details' button is present.
- Set up other promotions:** Two options: 'Selected items discount' (with a bell icon) and 'Set up all from scratch' (with a chef icon). Both have 'Create' buttons.
- History:** A table showing past promotions.

Promotion type	Start date	End date	Spend	Orders	Total revenue ⓘ	Revenue increase ⓘ	Status
Smart promotion	12.11.2025 15:42	11.11.2026 23:59	0	0	0	Not available	Active
	15.11.2023	14.11.2023					

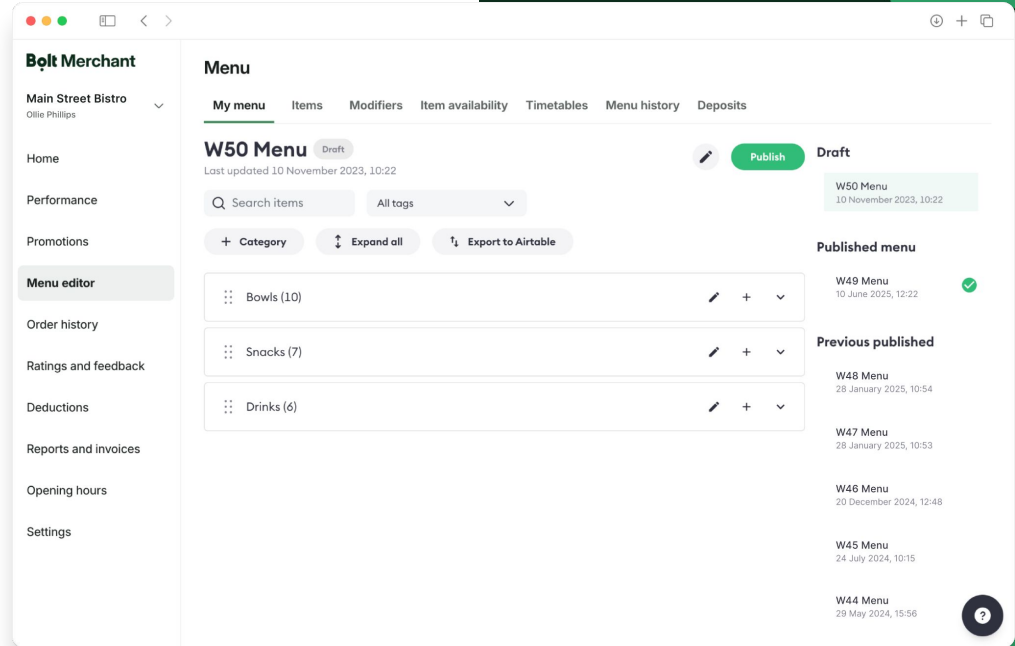
Menu editor

Menu editor

The Menu editor is where you can **manage everything related to your menu.**

The updated design breaks the Menu Editor into different tabs:

- My menu
- Items
- Modifiers
- Item availability
- Timetables
- Menu history
- Deposits



Menu recommendations

Make ordering easier for customers with well-structured menus.
Here are some quick tips to build an attractive menu:

Photos

Choose high-quality photos to make your menu stand out.

If you need help, we can arrange a professional photographer to visit your restaurant.

Descriptions

It's important to add dish descriptions for clarity.

Customers want to know what's included in your dishes when there's more than one product, e.g., hamburger, fries, and a drink.

Options

If you want customers to add a dessert or drink, make sure you include that option for the item.

Also, you can add extra options, such as paid sides.

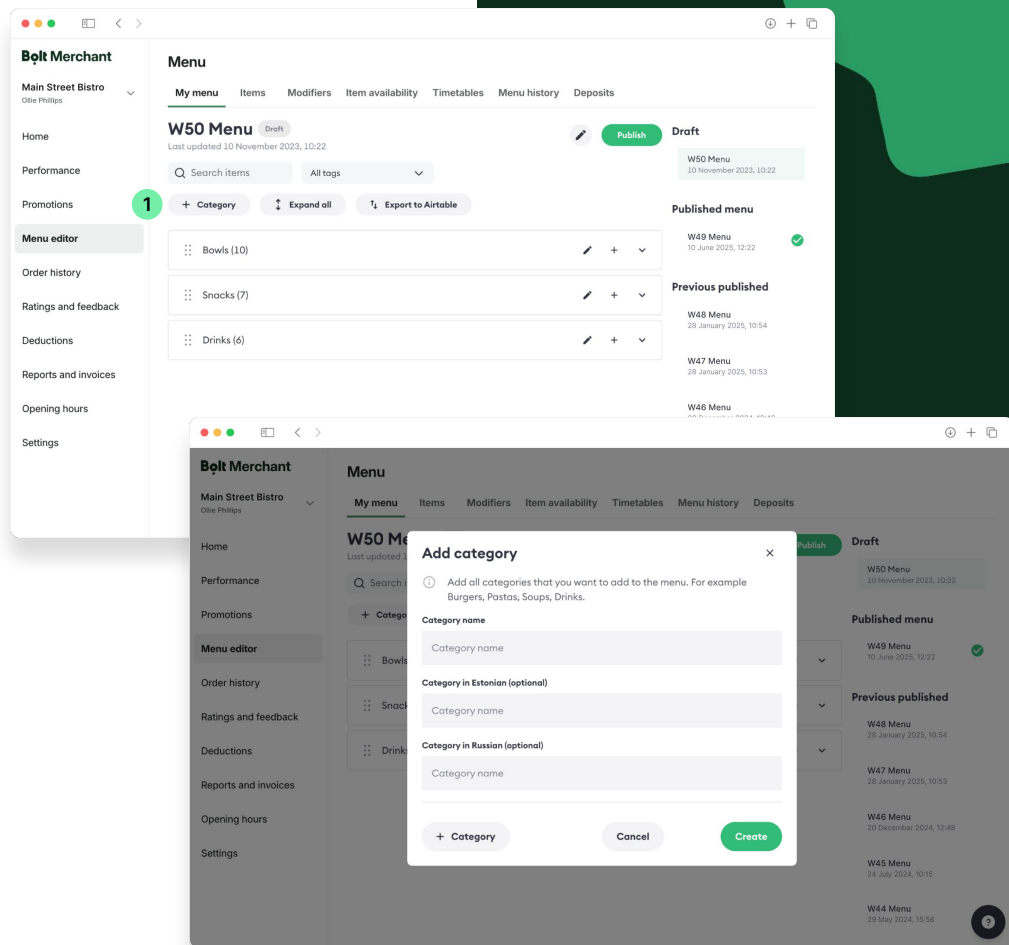
Menu editor → My menu

A well-structured menu is more attractive and intuitive for potential customers.

Once you create your menu, you can add categories. Begin with **starters**, followed by **main courses** and **desserts**. Then, add **drinks**, if applicable.

Adding a category to the menu

- When you click **+ Category**, a pop-up window will appear. 1



Menu editor → My menu

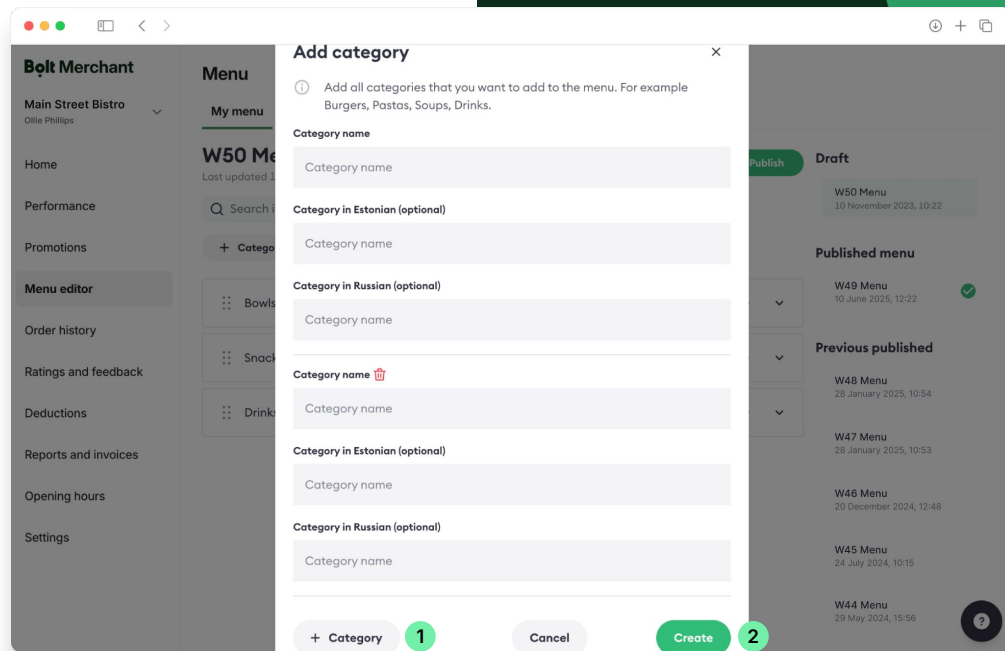
Adding a category to the menu

Enter the category name and
add any translations.

To add several categories at
once, click on + Category **1**

When you've entered all category
names, click on Create **2**

NB If you don't add a translation,
customers will only see the category
name in the primary language, even if
they change the language on the app.

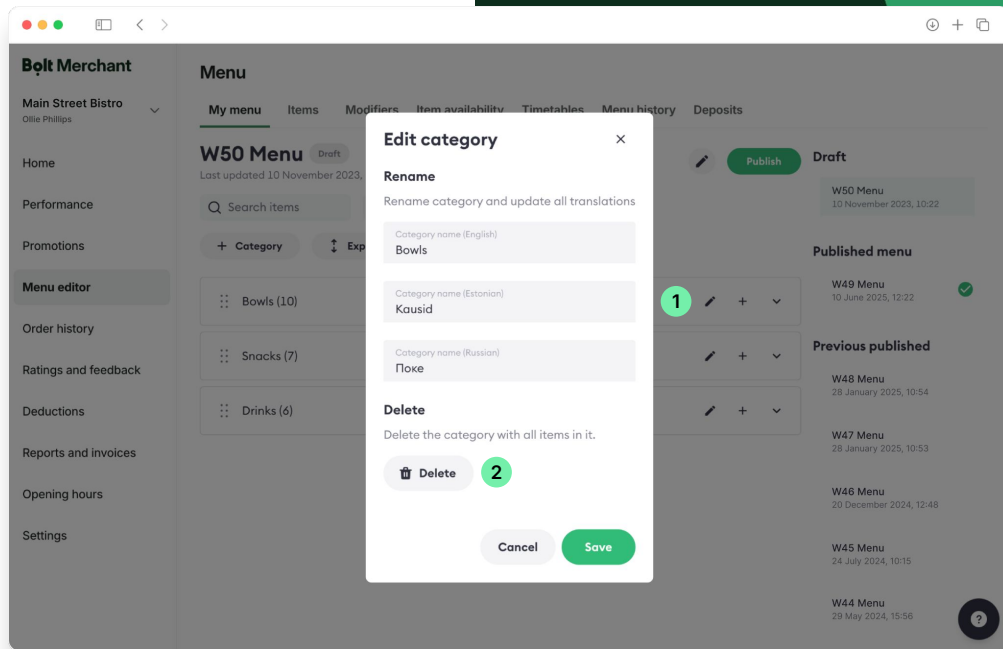


Menu editor → My menu

Delete a category from the menu

1. Go to My Menu.
2. Click on button  (edit) in the category you want to delete. A box will appear. **1**
3. Click on the button  Delete **2** to delete the category.

Think carefully before deleting a category — you'll lose all items in it (**you can't recover them**). If this happens, you'll need to recreate and re-add the items.



Menu editor → Items

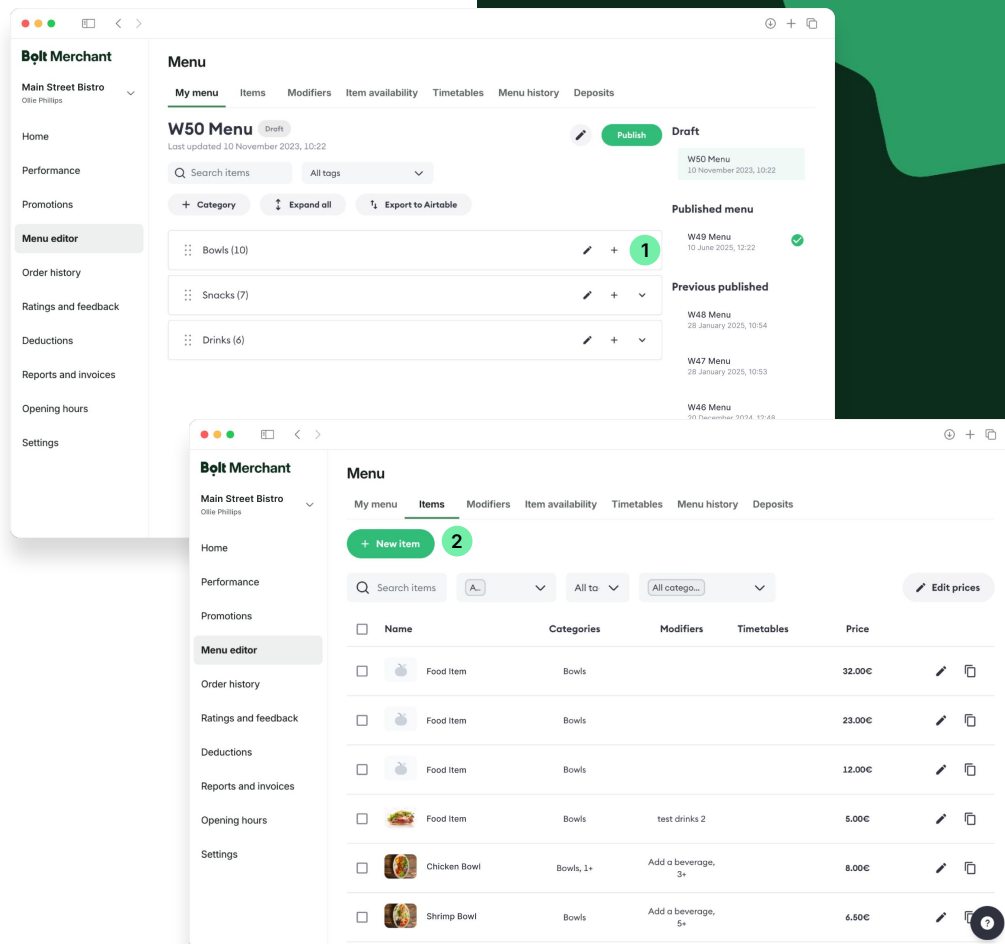
The screenshot displays the Bolt Merchant web application interface. On the left is a sidebar with the 'Bolt Merchant' logo and a list of navigation items: 'Main Street Bistro' (with a dropdown arrow), 'Home', 'Performance', 'Promotions', 'Menu editor' (highlighted), 'Order history', 'Ratings and feedback', 'Deductions', 'Reports and invoices', 'Opening hours', and 'Settings'. The main content area is titled 'Menu' and contains several tabs: 'My menu', 'Items' (active), 'Modifiers', 'Item availability', 'Timetables', 'Menu history', and 'Deposits'. Below the tabs is a green '+ New item' button. A search bar labeled 'Search items' is followed by three dropdown menus: 'A...', 'All ta...', and 'All catego...'. An 'Edit prices' button with a pencil icon is on the right. The central part of the interface is a table with columns: 'Name', 'Categories', 'Modifiers', 'Timetables', and 'Price'. The table lists six items, each with a checkbox, a small image, a name, category, modifiers, price, and edit/delete icons. The last item has a help icon (a circle with a question mark).

☐	Name	Categories	Modifiers	Timetables	Price	
☐	 Food Item	Bowls			32.00€	 
☐	 Food Item	Bowls			23.00€	 
☐	 Food Item	Bowls			12.00€	 
☐	 Food Item	Bowls	test drinks 2		5.00€	 
☐	 Chicken Bowl	Bowls, 1+	Add a beverage, 3+		8.00€	 
☐	 Shrimp Bowl	Bowls	Add a beverage, 5+		6.50€	  

Menu editor → Add items

Once you've added categories to your menu, you can start adding items.

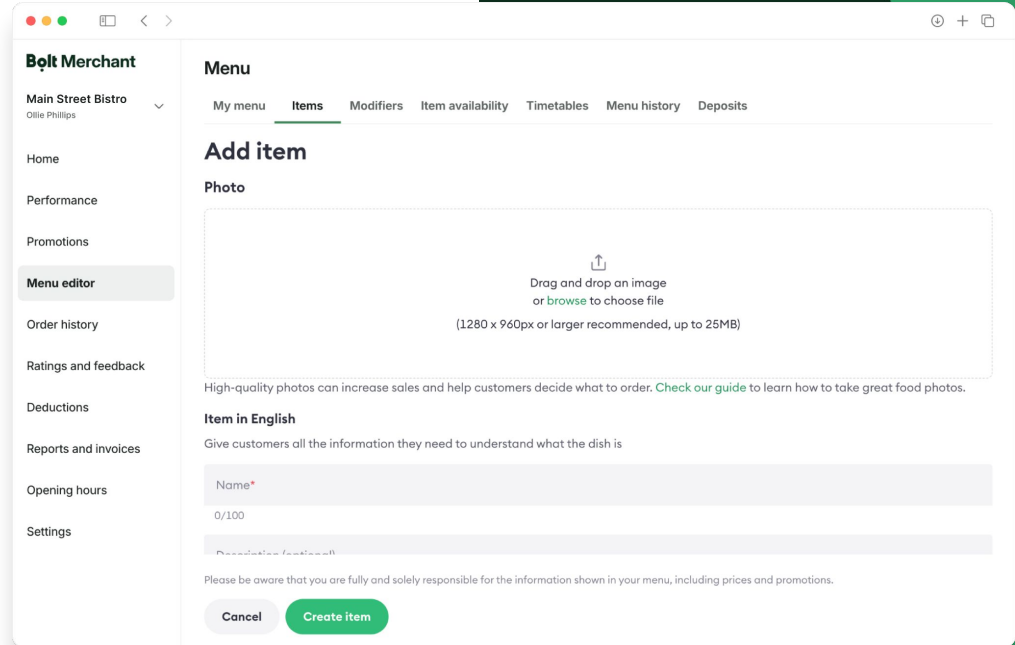
1. From the category, click on + 1 or go to Items and click + New item 2
2. A tab will appear to add information about your item.



Menu editor → Add items

Fill out the Add item form.

1. Choose an image (follow our [photo guidelines](#)) and drag it to the box.
2. Add the name of the item to the **Name field**.
3. Add a description of the item and its characteristics. E.g., for drinks, indicate the capacity in litres; for starters, main courses, and desserts, add the ingredients. You can also add allergens in this section. **Descriptions are optional; however, they can attract more customers.**
4. Add the item price with VAT in the **Price field**.



The screenshot shows the Bolt Merchant web interface. On the left is a sidebar with the Bolt Merchant logo and a list of navigation items: Main Street Bistro (with a dropdown arrow), Ollie Phillips, Home, Performance, Promotions, Menu editor (highlighted), Order history, Ratings and feedback, Deductions, Reports and invoices, Opening hours, and Settings. The main content area is titled 'Menu' and has tabs for 'My menu', 'Items' (selected), 'Modifiers', 'Item availability', 'Timetables', 'Menu history', and 'Deposits'. Below the tabs is the 'Add item' section. It features a large dashed-border box for a photo with an upload icon and text: 'Drag and drop an image or browse to choose file (1280 x 960px or larger recommended, up to 25MB)'. Below this is a note: 'High-quality photos can increase sales and help customers decide what to order. Check our guide to learn how to take great food photos.' The 'Item in English' section has a sub-header 'Give customers all the information they need to understand what the dish is' and a form with a 'Name*' field (showing '0/100'), a 'Description' field, and a 'Price' field. At the bottom, there is a disclaimer: 'Please be aware that you are fully and solely responsible for the information shown in your menu, including prices and promotions.' and two buttons: 'Cancel' and 'Create item'.

Menu editor → Add items

5. Select the category or categories to which the item belongs by clicking on + Add to category
6. Add any translations needed.
7. Select **Yes/No** if it's an alcoholic drink or any other item with age restrictions.
8. Choose the availability period you created to define the item availability (you can only choose one).
9. Select the relevant tags to which the item belongs by clicking on + Add tags
10. Choose a Modifier group (if needed). If you add it directly to the Modifiers section (on the left), it will appear automatically.
[Check here how to add Modifiers ↗](#)
11. Add deposits, if needed.
12. Click Create item to add the item to your menu.

The screenshot shows the Bolt Merchant web interface. On the left is a sidebar menu with options: Main Street Bistro (selected), Home, Performance, Promotions, Menu editor (highlighted), Order history, Ratings and feedback, Deductions, Reports and invoices, Opening hours, and Settings. The main content area is titled 'Menu editor' and contains the following sections:

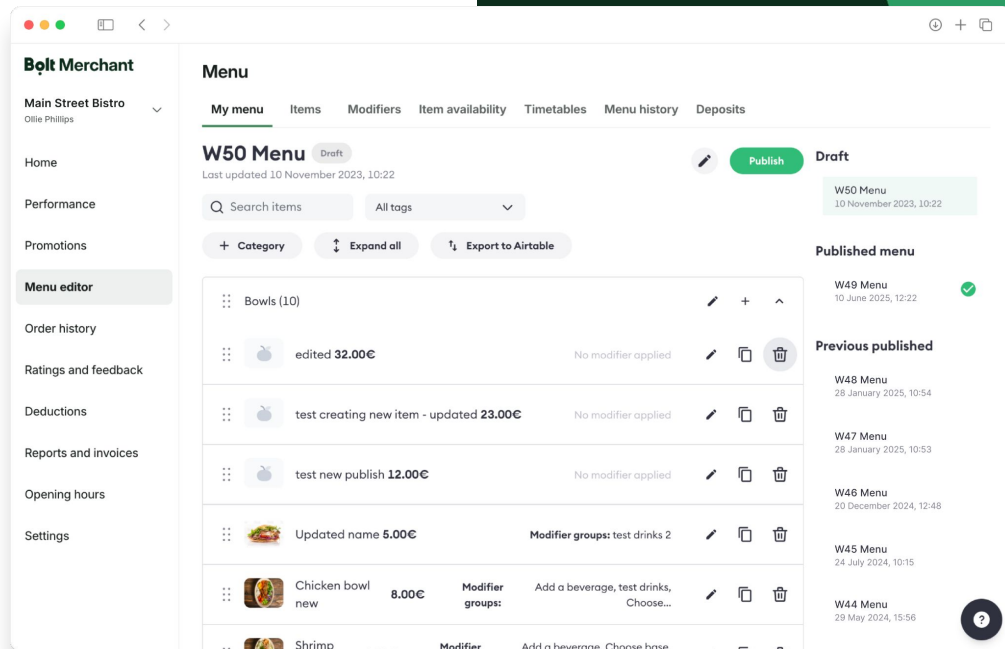
- Is this alcohol or another age-restricted item?** with radio buttons for 'Yes' and 'No' (selected).
- Availability** section with a dropdown menu showing 'Availability'.
- Tags** section with a description 'Tags help customers filter by cuisine, as well as by dietary or religious requirements.' and a '+ Add tags' button.
- Modifier groups** section with a description 'Modifiers allow customers to customize their orders, e.g. sides, drinks, toppings, and more' and a '+ Add modifier group(s)' button.
- Add a deposit for this item** section with a warning 'Please be aware that you are fully and solely responsible for the information shown in your menu, including prices and promotions.' and two buttons: 'Cancel' and 'Create item'.

Menu editor → Items

Delete items

1. Go to **My Menu**.
2. Expand the list of items in the category where you want to delete items by clicking on .
3. Click on  to delete the item.
4. Click on **Delete** to confirm and delete the item.

Think carefully before deleting an item — you'll lose all information about it (which you can't recover). If this happens, you'll need to recreate the item.



Menu editor

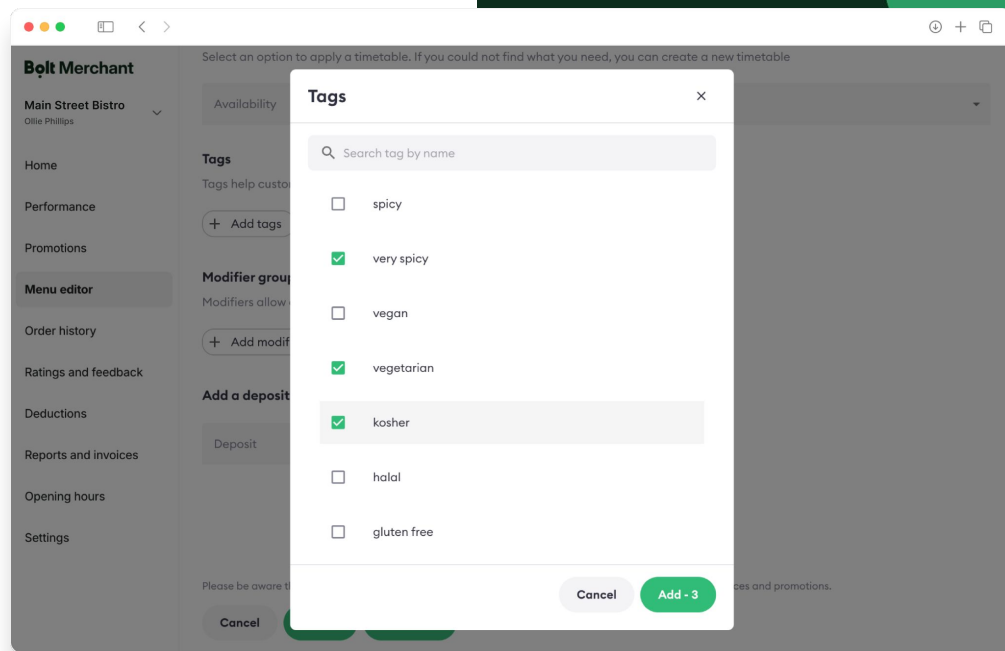
Tags

A tag can be associated to dishes/items or modifiers to provide more information about the dish. Tags are added to item pages, which can be opened from My menu or Items.

1. When opening an item, click on 
2. Select the relevant tags for the item. You can use: *Spicy, very spicy, vegan, vegetarian, kosher, halal, gluten-free, lactose-free, children, special offer**
3. Click on  to confirm.
4. Don't forget to save the item changes by clicking on 

Tags of **special offer*** are to be applied to activate the Item Selection Campaign:

5% discount; 10% discount; 15% discount; 20% discount; 25% discount;
30% discount; 35% discount; 40% discount; 45% discount; 50% discount

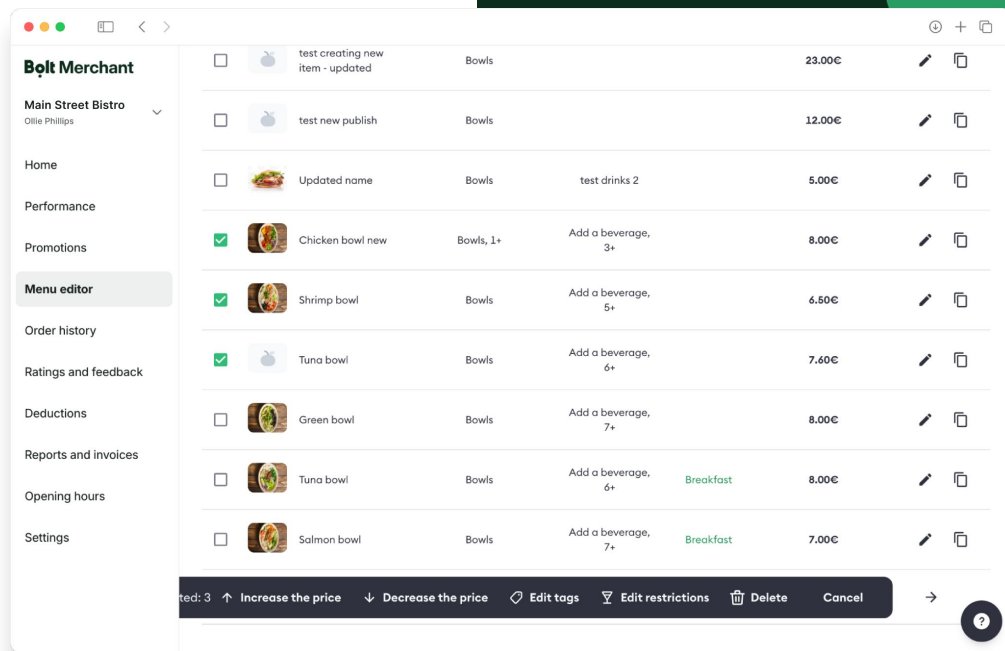


Menu editor → Items

Bulk editing

If you want to update several menu items at once:

1. Go to the "Items" section.
2. Select the items you want to edit
3. A bar will appear where you can do the following to your items:
 - a. Increase or decrease prices (using amount or percentage)
 - b. Delete items
 - c. Edit tags
4. Make your changes and click on **Confirm**
5. Don't forget to Publish your menu after saving all changes. Go to My menu and click on **Publish**



Menu editor → Modifiers

Add a modifier group using + Add group

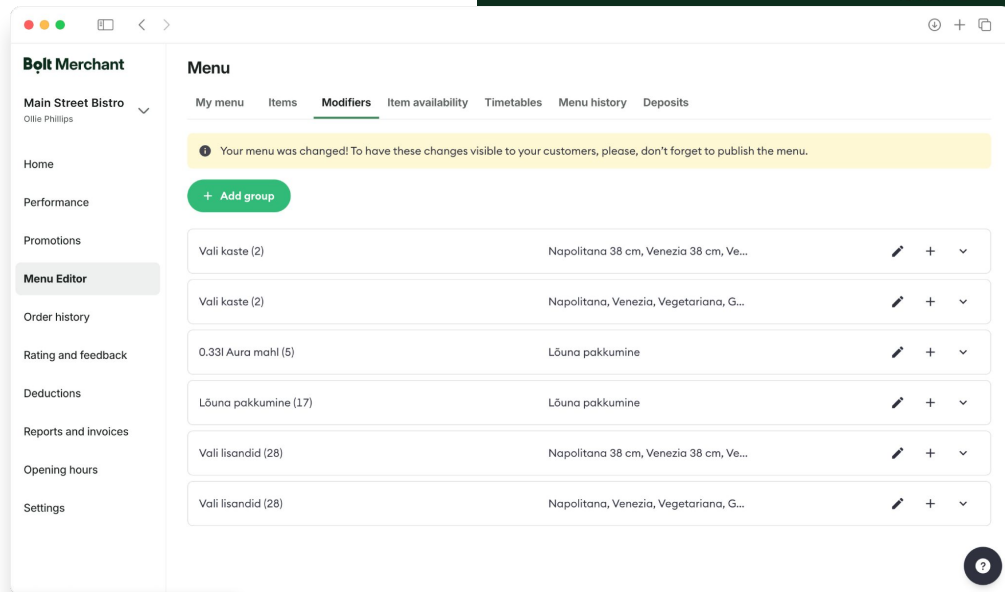
Single choice: requires customers to choose exactly one of the available options. You should create a list where you have at least two options. Examples:

- Choose between including cutlery or not
- Drink flavours
- Spice level, e.g., mild, medium, hot

NB When using this modifier, at least one option should not add an extra cost for the customer.

Multiple choice: optional for customers; allows them to select or ignore one or more items from the list. The "Max. Item" field defines the option limit that can be selected. e.g.:

- Extra sauce
- Extra pizza or burger toppings



Menu editor → Modifiers

Add a new modifier group

1. Give a name to the modifiers group (example: add your topping)
2. Add the Menu items you want to this modifier
3. Define the names for your modifier options (example: strawberry jam)
4. Define a price for the modifier. **NB The price will be added to the total dish price where the modifier is applied. It will be added to dishes where the modifier is already applied.**
5. Click on + Add modifier to add more modifiers.
6. Click on Create to save the modifiers you created in the modifiers group.

The screenshot shows the 'New modifier group' form in the Bolt Merchant interface. The left sidebar contains a navigation menu with options: Main Street Bistro, Home, Performance, Promotions, Menu Editor (selected), Order history, Rating and feedback, Deductions, Reports and invoices, Opening hours, and Settings. The main form area has a title 'New modifier group' and a subtitle 'Title*'. Below the subtitle is a text input field for the 'Modifier group title*'. There are also optional text input fields for 'Title in English (optional)' and 'Title in Russian (optional)'. A section titled 'Menu items related to this modifier group*' includes a link to existing items and a '+ Menu items' button. At the bottom, there are two radio button options for 'Select the way modifiers are presented': 'Single choice' (selected) and 'Multiple choice'. Each option has a brief description and a small preview image of a menu item.

Menu editor → Modifiers

Add/Edit Modifiers

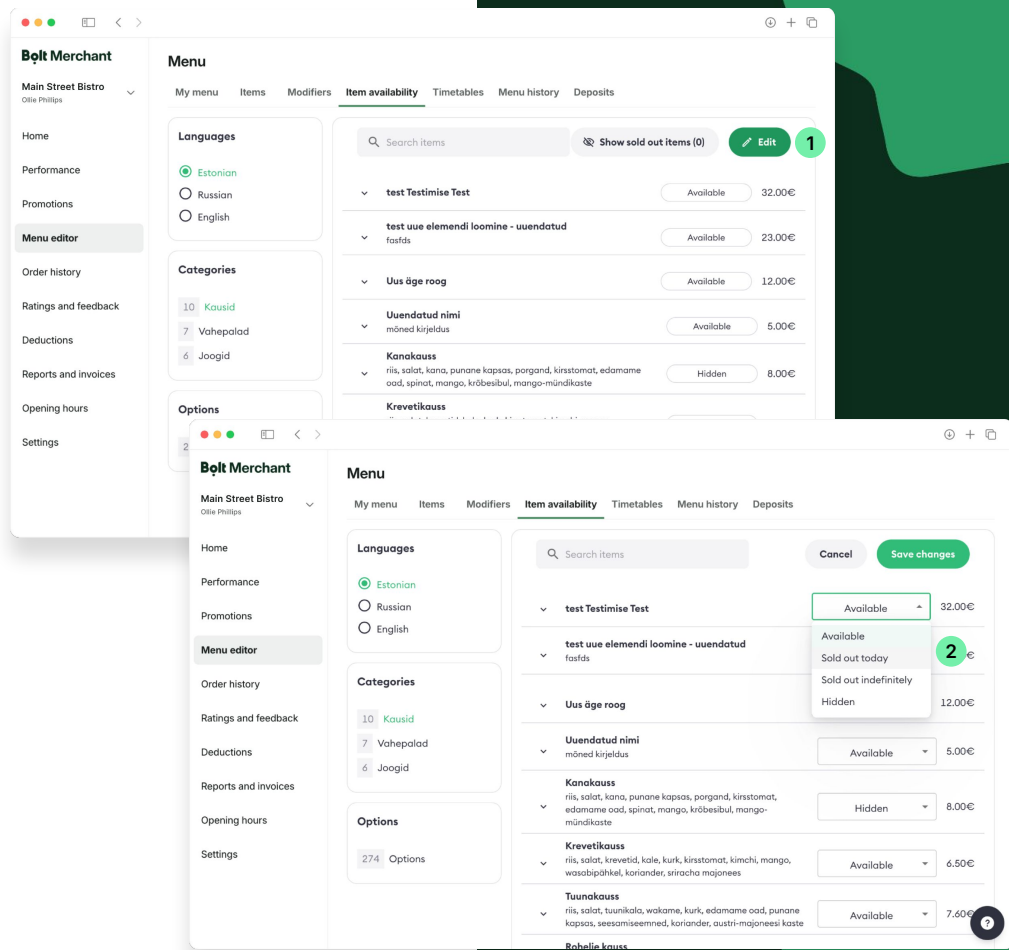
With the modifiers group created, you can add modifiers.

1. Click on the pencil icon to add or edit modifiers within a group.
2. Scroll down to edit existing modifiers, or add new ones.
3. Click **Save** when you're done.

The screenshot displays the Bolt Merchant interface for editing menu modifiers. On the left is a sidebar with navigation options: Home, Performance, Promotions, Menu editor (highlighted), Order history, Ratings and feedback, Deductions, Reports and invoices, Opening hours, and Settings. The main area is titled 'Main Street Bistro' and 'Ollie Phillips'. It shows a 'Deposit' group selected from a dropdown. Below this, there are input fields for 'Modifier name*' (filled with 'fanta'), 'Name in Estonian' (filled with 'Fanta'), and 'Name in Russian' (filled with 'Фанта'). There is also a 'Price + VAT*' field with '€ 1' and an 'SKU #' field. A checkbox for 'Selected by default' is present. Below these fields is a 'Modifier tags' section with an 'Add tags' button. Further down is a section 'Add a deposit for this modifier' with a 'Deposit' dropdown. At the bottom of the main area are buttons for '+ Add modifier', 'Delete group', 'Cancel', and 'Save'. A help icon (?) is in the bottom right corner.

Menu editor → Item availability

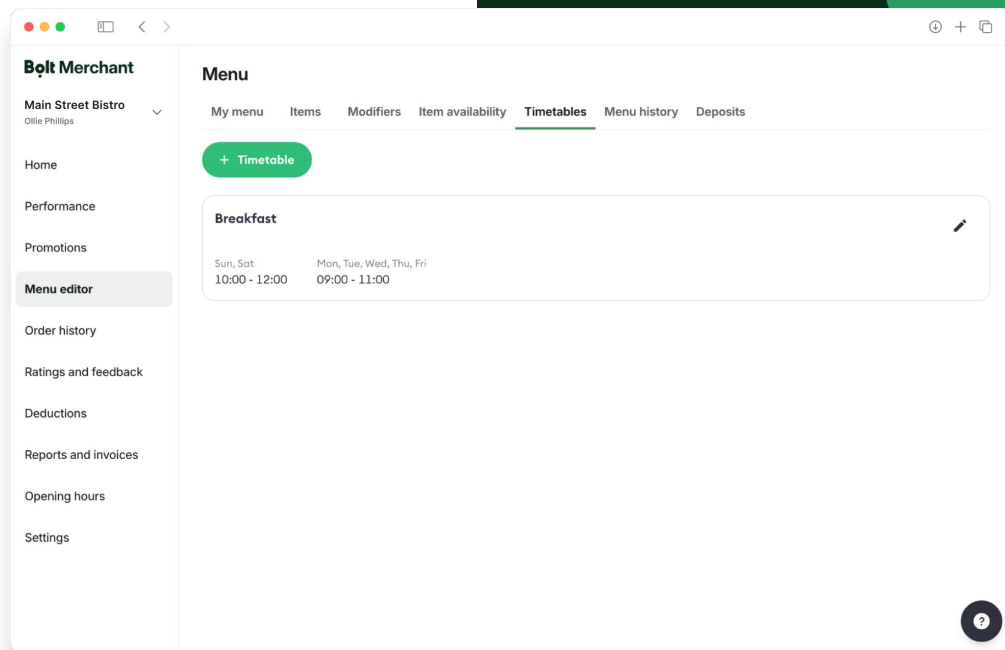
1. Click  **Edit** 1
2. Edit item availability from the dropdown. 2
3. Click  **Save changes** to save the changes.



Menu editor → Timetables

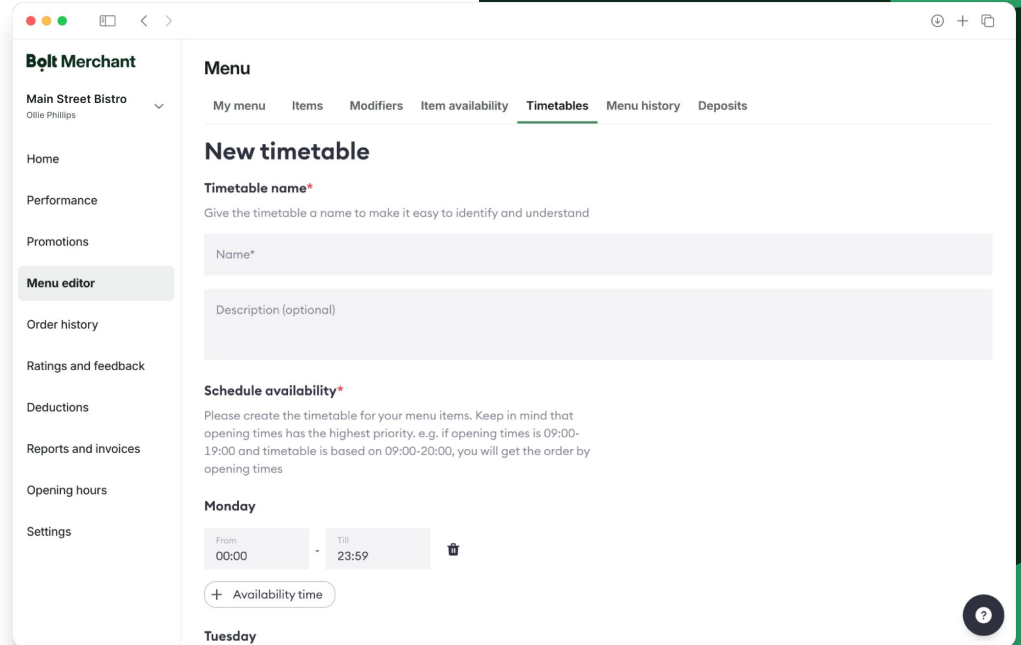
Timetables help you customise the times when your items are available e.g., breakfast or dinner. By default, they reflect the establishment's hours until configured.

1. Click **Timetables**
2. Click on 



Menu editor → Timetables

- Add the Name*.
- Add the Description (optional).
- Schedule the working hours for each day of the week.
 - If you need to set up more than one timetable for the same day, click on + Availability time
 - To delete the timetable for a specific day, click on 



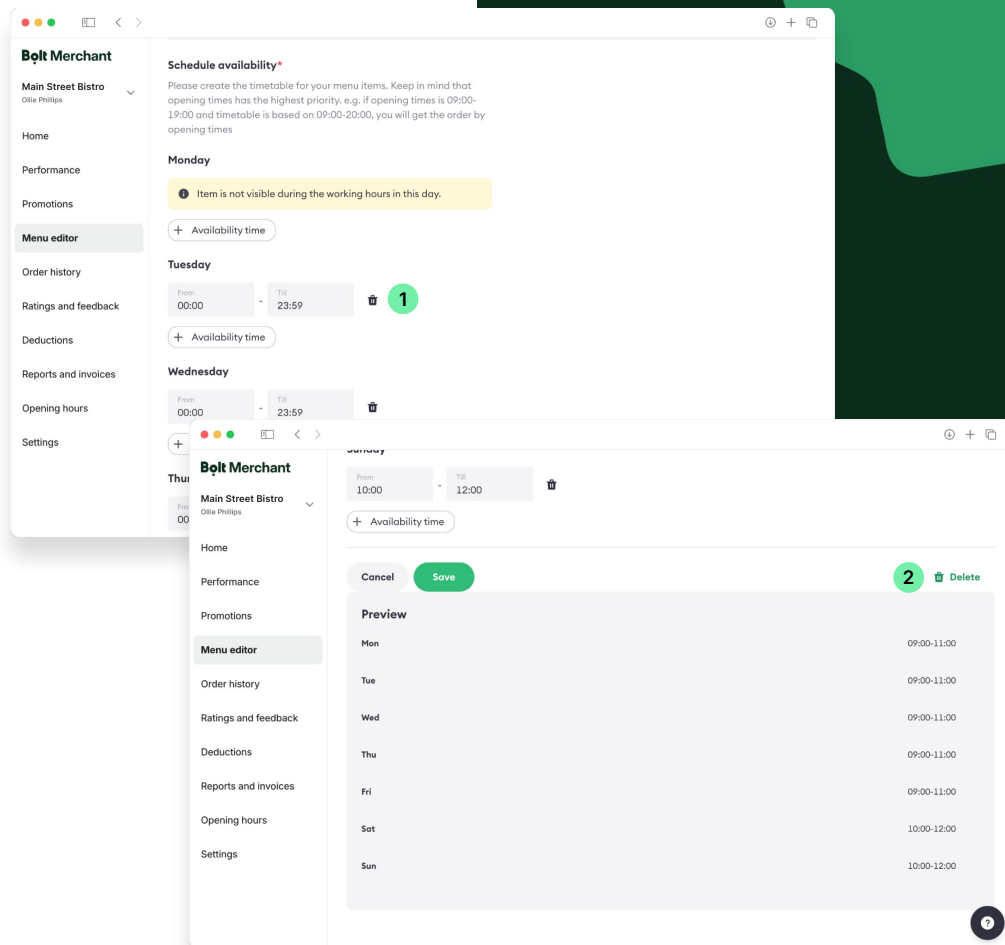
The screenshot shows the Bolt Merchant web interface. On the left is a sidebar menu with options: Home, Performance, Promotions, Menu editor (highlighted), Order history, Ratings and feedback, Deductions, Reports and invoices, Opening hours, and Settings. The main content area is titled 'Menu' and has tabs for 'My menu', 'Items', 'Modifiers', 'Item availability', 'Timetables' (active), 'Menu history', and 'Deposits'. Below the tabs is the 'New timetable' form. It includes a 'Timetable name*' field with a subtext 'Give the timetable a name to make it easy to identify and understand', a 'Name*' input field, a 'Description (optional)' input field, and a 'Schedule availability*' section. The 'Schedule availability*' section has a subtext 'Please create the timetable for your menu items. Keep in mind that opening times has the highest priority, e.g. if opening times is 09:00-19:00 and timetable is based on 09:00-20:00, you will get the order by opening times'. It shows 'Monday' with a time range 'From 00:00 - Till 23:59' and a trash icon, followed by a '+ Availability time' button. 'Tuesday' is listed below.

Menu editor → Timetables

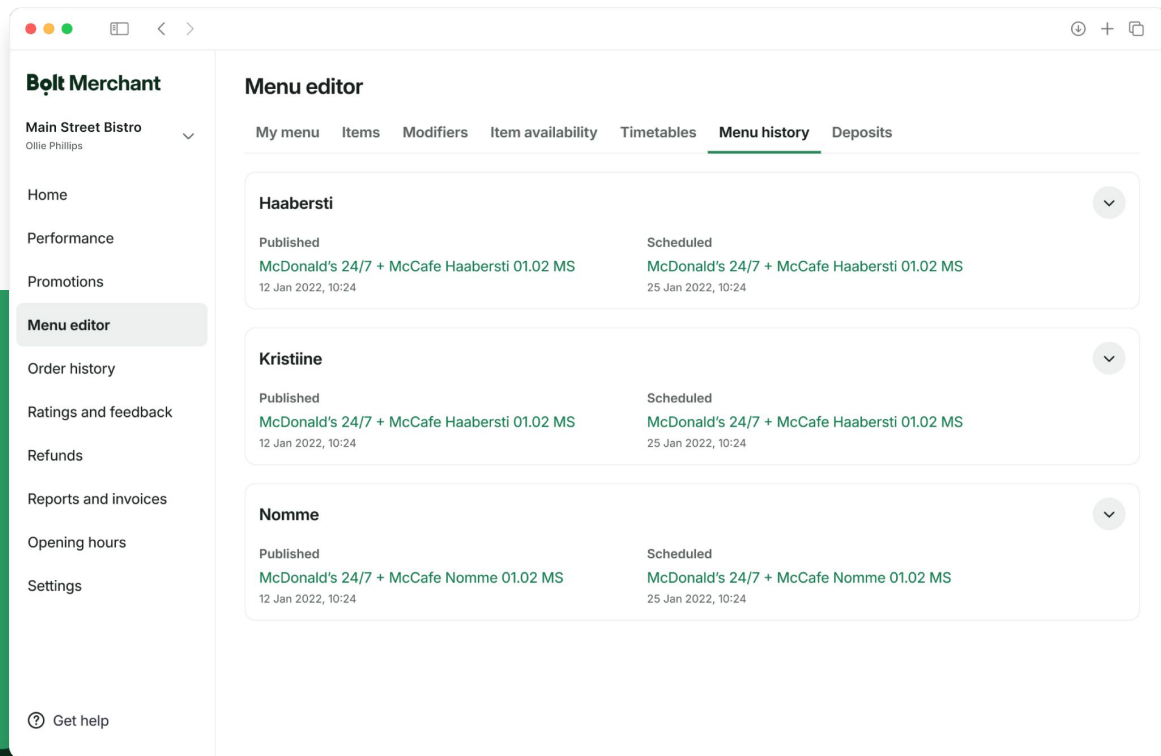
- If you don't want items available on a specific day (e.g., Saturdays or Sundays), you can delete that day by clicking on  1. The following message will appear: **"Item is not visible during the working hours in this day."**
- Click on  to create your timetable, or  to save any edits.

To delete a timetable, click the button to edit then scroll down to  Delete 2

When all timetables have been created, you can use them when adding or editing items.

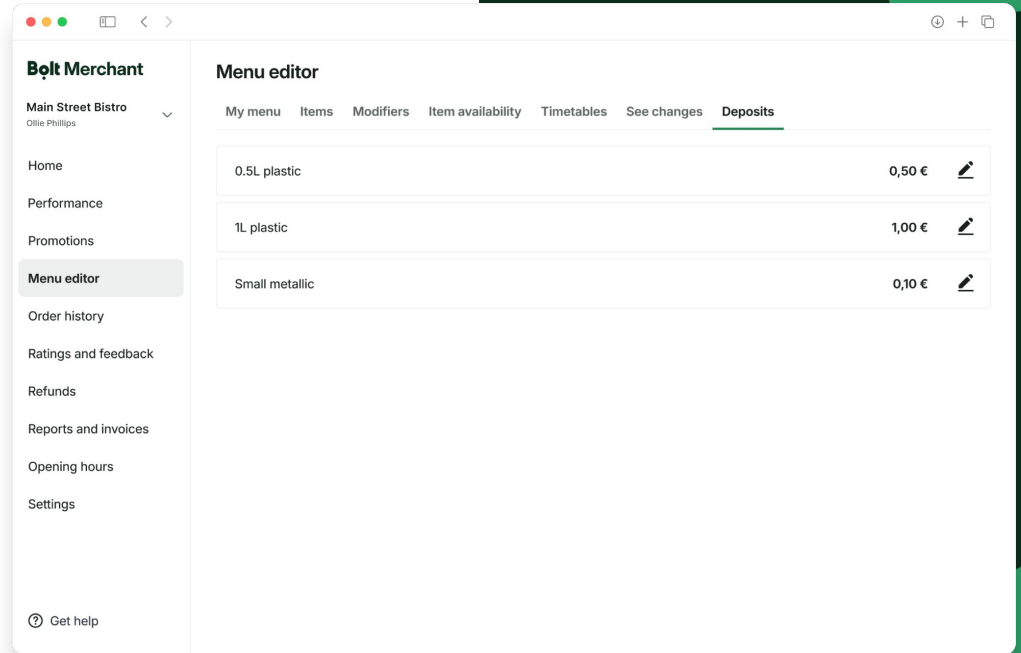


Menu editor → Menu History



Menu editor → Deposits

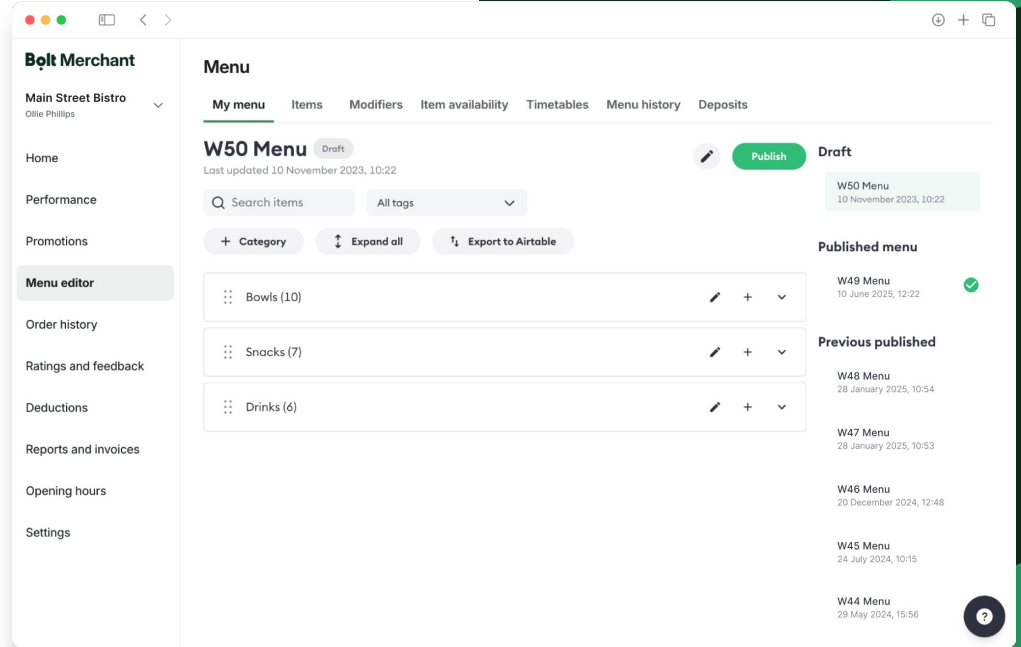
Check available deposit configurations.



Publish a menu

You can publish updates to your menu from the My menu, Items, and Modifier tabs.

1. Select the menu you want to publish from the **Draft** section.
2. Click on **Publish** at the top of the menu.
3. Check if it has all the products you want to include (with all the updates) and click on **Next**
4. If you don't want your changes to be updated immediately, select the button **Schedule** to schedule a publish date.
5. Select the restaurants where you want to publish your menu by ticking their boxes.
6. Click on **Publish Now** to publish the menu.



Order History

Order history

Order History is where you can view all your orders — what you sold, how much you earned, and the ratings you received.

You can also customise the timeframe to check your total income.

The screenshot shows the Bolt Merchant dashboard. On the left is a sidebar with navigation links: Home, Performance, Promotions, Menu editor, **Order history** (selected), Ratings and feedback, Refunds, Reports and invoices, Opening hours, and Settings. At the bottom of the sidebar is a 'Get help' link. The main content area is titled 'Order history' and includes a filter dropdown set to 'Last 7 days' and buttons for 'Unfulfilled orders', 'Refunds', and 'Negative ratings'. Below this, the 'Total income' is displayed as €3,015.01. A table lists individual orders with columns for Date, Order ID, Status, Courier, Customer, Rating, Payment, Order total, and Total refunded. Each row has a chevron icon on the right for more details.

Date	Order ID	Status	Courier	Customer	Rating	Payment	Order total	Total refunded
08/08/2022 03:28	SVLKQ	Completed	Song L.	Olga R.	★★★★★	Bolt	€15.85	▼
09/08/2022 11:45	MXZLY	In Progress	Ana R.	Dina A.	★★★★★	Cork	€22.50	▼
10/08/2022 14:30	QWERT	Rejected	Chris N.	Pavel Z. 🚚		Wood	€30.00	▼
11/08/2022 09:15	ASDFG	Completed	Amruth A.	Wahaj B.		Plastic	€18.75	▼
12/08/2022 16:00	ZXCVB	Rejected	Pavel Z.	Noa A.		Metal	€25.00	▼
13/08/2022 20:20	YUIOP	In Progress	Adrian	Jack M.	★★★★★	Glass	€10.50	▼
14/08/2022 12:00	GHJKL	Canceled	Emma T.	Tomaš J.		Ceramic	€40.00	▼
15/08/2022 13:50	BNMZX	Rejected	Liam F.	Varvara K.		Fiber	€29.99	▼
18/08/2022 19:00	QAZWS	Canceled	Ethan J.	Dina A.		Rubber	€12.99	▼

Ratings and Feedback

Ratings and feedback

In the Rating and feedback section, search customer feedback between specific date intervals, or filter by the star-value rating. Clicking on feedback entries opens a sidebar with more details.

You can dispute a rating if you disagree with a rating given by a customer — often related to courier performance or delivery time.

Please click on “Dispute rating”, leave your comment to justify why you don’t agree with the final rating, and click “Submit”.

If your dispute is accepted, the rating will be excluded from your average.

The screenshot shows the Bolt Merchant interface for 'Main Street Bistro' (Oliver Phillips). The left sidebar contains navigation links: Home, Performance, Promotions, Menu editor, Order history, Rating and feedback (selected), Refunds, Reports and invoices, Opening hours, and Settings. A 'Get help' link is at the bottom. The main area is titled 'Rating and feedback' and includes filters for 'Last 7 days' and 'All ratings: 1-5 stars'. The overall rating is 4.6. A table lists individual ratings with columns for Rating, Date, and Feedback. Feedback comments are shown as tags below the date.

Rating	Date	Feedback
★★★★★	08/08/2022 03:28	
★★★★★	09/12/2022 12:15	
★★★★★	10/01/2022 11:45	
★★★☆☆	11/15/2022 18:30	Hygiene issue Counter was dirty Sandwich was poorly assembled Ingredients were not fresh
★★★★★	11/20/2022 09:15	Tasty Fresh ingredients Drink was great
★★★★★	11/22/2022 20:00	
★★★★★	11/23/2022 13:30	Order took too long Server was overwhelmed Food was great Great
★★★★★	11/24/2022 19:00	
★★★★★	11/25/2022 18:45	

Refunds

Refunds

Clicking on refunded order entries opens a sidebar with more details. You can dispute a refund by selecting **"Dispute deduction"**, choose the items you want to dispute (if applied), and leave your comment to justify why you don't agree with the request. If your dispute is accepted, the deduction will be reversed.

Bolt Merchant

Main Street Bistro
Olle Phillips

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Refunds

This WeekLast WeekThis MonthLast Month

Start date01/01/2023End date31/01/2023

Deductions

See the affected items by clicking on the order details.

Order ID	Customer	Amount	Reason	Date	Dispute status
SVLKQ	Lisa	-€15.85	I received wrong item(s)	09.02.2024 03:28	
DKFAL	Lisa	-€20.00	Item defective	10.02.2024 12:15	Under review
JDKFL	Lisa	-€8.50	Late delivery	11.02.2024 09:45	Accepted
MKLPO	Lisa	-€12.00	Product defect	12.02.2024 14:30	Accepted
QWERT	Lisa	-€5.75	My order arrived cold	13.02.2024 16:00	Accepted
ZXCVB	Lisa	-€9.25	Missing parts	14.02.2024 11:15	Declined
QWERTY	Lisa	-€15.00	Delayed shipment	15.02.2024	

Deduction details

Amount-5,85 €Date09.02.2024, 03:28

ReasonCourier waiting

Amount-5,85 €Date09.02.2024, 03:28

ReasonMissing items

Comment1 x Burrito la Taqueria with chicken with nachos

Amount-5,85 €Date09.02.2024, 03:28

ReasonWrong item

Comment1 x Cola Zero

Order details

Date09.02.2024, 03:28

Dispute a deduction

Most disputes are resolved within 1 working day, but more complicated cases may take longer

Missing items-€4.76

1 x Fried dumplings

1 x MAXI

1 x Packaging fee

1 x Sauce with cheese

Select dispute reason *

Select a reason

Additional customer requests were met

Packaging was appropriate and sealed correctly

Food quality standards were met

Order was correct when it left the restaurant or store

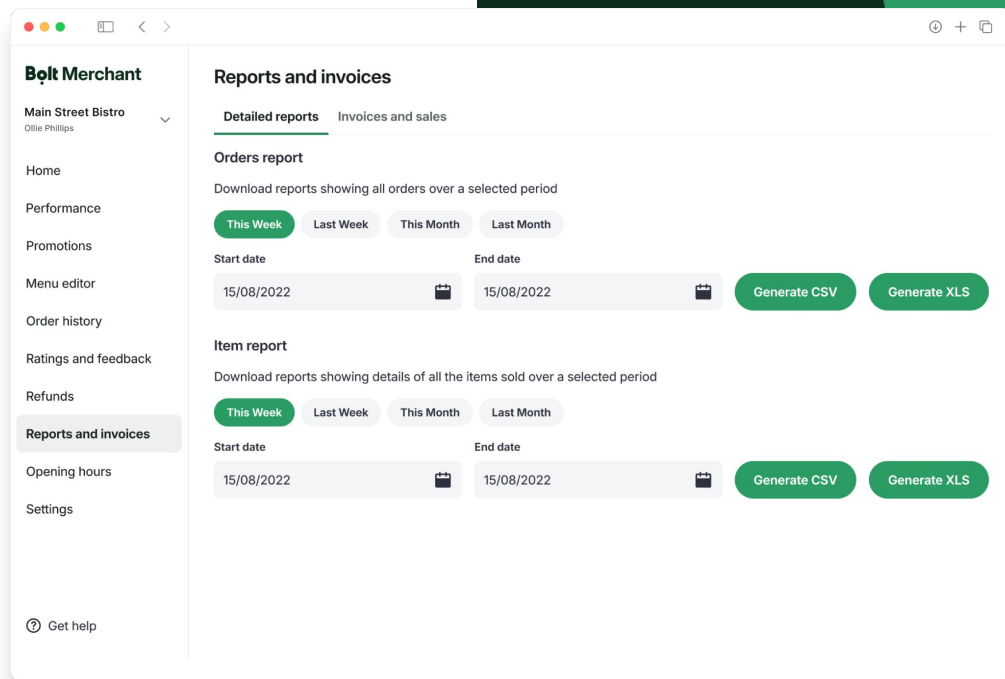
Camera evidence available

Incorrect deduction amount

Reports and invoices

Reports and invoices

Quickly export all invoices for a certain time period, e.g., "This Week" or "Last Week".



Opening hours

Opening hours

Opening hours inform customers **about when they can place an order**, i.e., if you have opening hours of 10:00 am – 11:00 pm, you can receive orders until 11:00 pm. The opening hours should reflect your kitchen schedule.

Please update these whenever your hours change.

You can also use **Add holiday hours** to set closures, e.g., for vacations or public holidays.

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Oliver Phillips

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Opening times

Monday
From (HH:MM) 10:00 To (HH:MM) 21:00

Tuesday
From (HH:MM) 10:00 To (HH:MM) 21:00

Wednesday
From (HH:MM) 10:00 To (HH:MM) 21:00

Thursday
From (HH:MM) 10:00 To (HH:MM) 21:00

Preview

Monday 9:00–19:30
20:00–21:00

Tuesday 9:00–20:00

Wednesday 9:00–20:00

Thursday 9:00–20:00

Friday 16:00–19:00

Saturday 9:00–19:30

Sunday 16:00–19:00

Holiday hours

Dates when your venue is offline and doesn't take new orders.

No holiday hours added

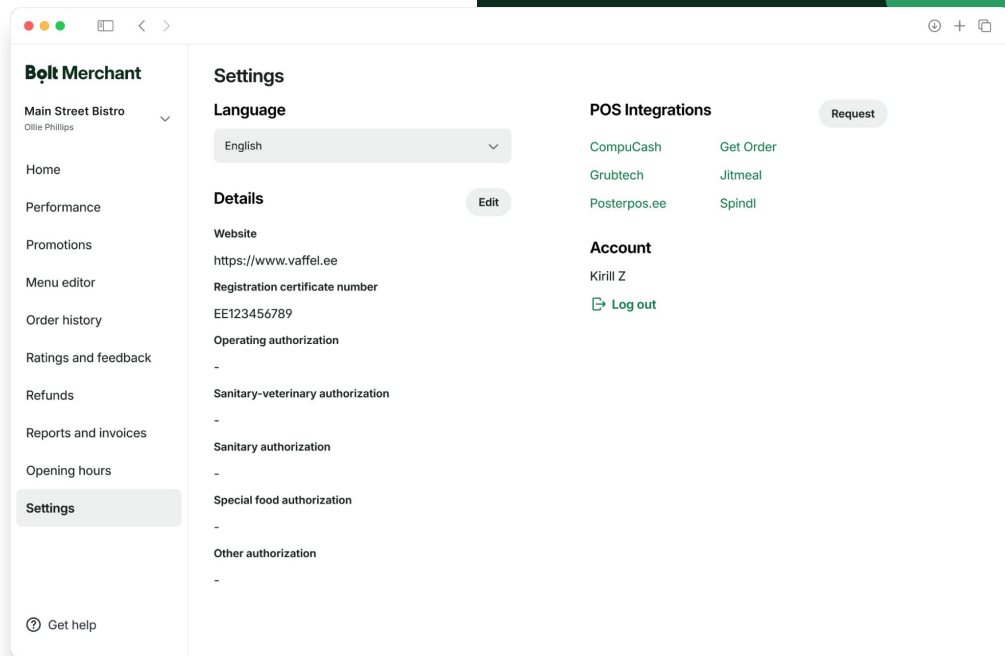
You didn't set any dates as holidays.

+ Add holiday hours

Settings

Settings

In **Settings**, you can switch languages, edit your business details, and find available POS integrations.



Check out the
[Merchant App Guide ↗](#)

[View the Photo
Guidelines ↗](#)



Bolt