

Submission by [REDACTED]

-6 October 2023

[REDACTED] There is concern within franchisees in the Bakers Delight network, however many fear retribution from the franchisor. This is not healthy for either party in my opinion. The inability of a system to not allow for individual pricing in tiers, is not a good reason for exclusion. Many franchisees are concerned that while this exemption starts as a price tier deviation, it morphs into something else over time, like Bakers Delight's previous request in 2005/2006. Bakers Delight is now installing a new system and will not allow franchisees to surcharge, making the business owner potentially worse off and the consumer in situations where they may pay more because of a cost spread or reduction in products.