

## Our Policies

- If you cancel more than 48 hours before the session begins: you will receive a full refund
- If you cancel less than 48 hours before the session begins: refund minus \$130 fee
- Gift sessions are available to purchase for a family member who lives at your address  
*As the giver, you are responsible for the cost of the session, ingredients, and any fees*
- Perfection Promise: if you are unhappy with a meal, we will remake it at no charge  
*Must be requested within 5 days after the session ends. Refunds for meals not offered.*

## Included Services

1. Planning your menu (menu must be finalized and approved 48 hours before your session)
2. Sourcing ingredients from Whole Foods or Aldi curbside pickup  
*The cost of ingredients is extra. Reimbursement is due by the end of your session.  
Reimbursement may be made with cash (exact change), Venmo, or tap-to-pay credit card*
3. Cooking the meals in your finalized menu and packing in large containers (“family style”)
4. Cleaning up after ourselves (we leave the kitchen as clean as when we arrived)

## Additional Information

- “10 servings per meal” is only an estimate and not a guarantee of a specific quantity of food  
*Actual number of servings depends on the recipe and serving sizes of each family member*
- Our services are not intended to diagnose, treat, cure, or prevent any disease or condition
- As Independent Contractors, we achieve the desired outcomes without direction from clients
- We reserve the right to accept, change, or restrict service at any time
- Our standard travel area is within a 20 mile drive of South Hamilton, MA  
*A fee of +\$2/mile outside this area may be applied, as with any tolls/parking expenses*

## Services Not Offered

- Any sort of child care, animal care, elder care, or home care (such as letting a plumber in)
- Meals made for immediate consumption
- Cooking in homes with aggressive dogs/breeds (pitbull, rottweiler, etc.)
- Cooking if the kitchen is dirty, has pests, broken appliances, or is not accessible at the set time  
*We reserve the right to refuse service upon arrival without refund in these circumstances*

## Cooking for Food Allergies

- Let us know before we cook if anyone who will consume the meals has a food allergy
- Carefully review and approve your proposed menu
- Remove all traces of the allergen from your kitchen, including equipment and surfaces
- Ensure there is no cross contamination of the finished meals