

## Our Policies

- **Cancellations:** you may cancel a session with at least 3 days notice for full credit to use in the future
  - With less than 3 days notice, you may cancel with 50% credit to use in the future
  - Unfortunately, with less than 2 hours notice, no credit is issued
  - Credits expire 60 days after issuance and are non-transferable
  - Credits can only be used towards the cost of a session
- **Booking a session as a gift:** the recipient must be a family member who lives at your address
- **Perfection Promise:** if you are unhappy with a meal, we will remake it in your kitchen at no charge
  - You must request the meal remake within 5 days after your session ends
  - We may deny a meal remake if we suspect abuse of this policy
- Refunds are issued at the discretion of the company

## Included Services

- **Planning your menu**
- **Sourcing the meal ingredients** from Whole Foods curbside pickup (the cost of ingredients is extra)
  - Ingredient reimbursement is due at the beginning of the session
  - Reimbursement can be made with cash (exact change only), Venmo, credit or debit card (it must have a contactless chip), or tap-to-pay with Apple Pay or Google Wallet
- **Cooking the meals** in your finalized menu
- **Packing the meals** in large containers (so family members can serve themselves)
  - Individually packed servings will decrease the servings to 4 per meal. Cost of containers is extra.
- **Cleaning up after ourselves** (leaving the kitchen as clean as when we arrived)

## Extra Services

- Travel outside our service area: contact us for rates
- If we need to park in a paid parking spot: cost of parking
- Picking up groceries for the house: cost of item +\$5/item
- Extra cleaning and organizing: +\$100/hr
- If you have us work on your menu last minute (less than 24 hours before your session): +\$100/hr
- Extra recipe development/sharing a recipe so you can make it yourself: starting at +\$100/recipe
- Curbside pickup at another store of your choice: starting at +\$25/store

## Services Not Offered

- Child or animal care
- Meals made for immediate consumption
- Cooking in homes with aggressive dog breeds (pitbull, rottweiler, etc.), even if removed from the kitchen
- Cooking if the kitchen is unclean, has pests, broken appliances, or is not accessible at the set time
  - We will charge a \$100 per hour pre-cleaning/waiting fee, or refuse service on arrival without refund, if your kitchen does not meet this criteria. Contact us with any concerns before booking.
- Cooking for food allergies
  - Since we cook in our clients' homes, your meals may contain traces of milk, eggs, fish, crustacean shellfish, tree nuts, peanuts, wheat, gluten, soy, sesame, and any other allergens
- Our meals/services are not intended to diagnose, treat, cure, or prevent any disease or condition
- Hiring us as an employee
  - As independent contractors, we achieve the desired outcomes without direction from our clients
  - You are free to hire us as needed, and we are free to accept, change, or restrict service at any time