

Our Policies

- If you need to cancel a session and give at least 24 hours notice: you will receive a full refund
- If you need to cancel a session and give less than 24 hours notice: no refund is offered
Case-by-case exceptions may be made for family emergency/illness
- Gift sessions: only available to book for a family member who lives at your address
As the giver, you will be responsible for the full cost of the session, ingredients, and any fees
- Perfection Promise: if you are unhappy with a meal, we will remake it in your kitchen at no charge
Must be requested within 5 days after the session ends. Refunds offered only at company discretion.

Included Services

1. Planning your menu
2. Sourcing the meal ingredients from Whole Foods or Aldi curbside pickup
*The cost of ingredients is extra. Ingredient reimbursement is due by the end of your session.
Reimbursement may be made with cash (exact change), Venmo, or contactless chip credit card*
3. Cooking the meals in your finalized menu
4. Packing the meals in large containers ("family style")
5. Cleaning up after ourselves (we leave the kitchen as clean as when we arrived)
Cleaning and cooking beyond the scope of your session may be available for an additional fee

Additional Information

- Our meals and services are not intended to diagnose, treat, cure, or prevent any disease or condition
- As an Independent Contractor, we achieve the desired outcomes without direction from our clients
- You are free to hire us as needed. We reserve the right to accept, change, or restrict service at any time.
We may restrict service to clients that cancel, reschedule, or request meal remakes on a regular basis
- We travel to locations within a 20 mile drive of South Hamilton, MA with no travel fees
*A travel fee of +\$2/mile outside this area will be applied as needed
We charge additional fees for tolls and any parking expenses (we will be arriving in our car)*

Services Not Offered

- Any sort of child care, animal care, elder care, or home care (such as letting a plumber into your home)
- Meals made for immediate consumption
- Cooking in homes with aggressive dog breeds (pitbull, rottweiler, etc.), even if removed from kitchen
- Cooking if the kitchen is unclean, has pests, broken appliances, or is not accessible at the set time
*We reserve the right to charge a pre-cleaning/waiting fee, or refuse service upon arrival without refund
Please let us know any concerns you have about your kitchen before booking with us*

Special Requirements when Cooking for Food Allergies

- You must let us know before we cook for you if anyone who will consume the meals has a food allergy
- You must carefully review and approve your proposed menu before we cook for you
- You must clean all surfaces/equipment and remove all traces of the allergen from your kitchen before we cook for you. We do not pre-clean the kitchens we cook in.
- You must ensure there is no cross contamination of finished meals when serving