

Thank you for booking with Honey Bread Meal Prep/Honey Bread LLC! Please read these policies before we start service together and contact us with any questions. We can't wait to cook for you!

1. Serving and Handling Guidelines

Meals can be safely consumed up to five days after preparation when properly handled and stored in the refrigerator at 40°F or below. Freeze any extra meals before then. Frozen meals will keep two months in the freezer at 0°F or below. Cook from frozen and eat immediately.

Unless otherwise indicated in your heating & serving instructions, only heat portions you will immediately consume. Heating, cooling and reheating food can increase the risk of foodborne illness. Do not let the meals sit out at room temperature for any amount of time. Keep refrigerated until ready to eat.

Contact us if anyone consuming the meals has any allergies/dietary needs that have not been previously disclosed to us. We can help you determine if the meals are safe for them to eat.

2. Cancellation and Rescheduling Policy

You may cancel a booked session with full refund with at least 7 days notice before the start time of the session. With less than this, you will receive a refund minus \$100 cancellation fee (our schedule closes 7 days before a session starts, so we cannot reschedule your session with another client).

We do not offer refunds for cancellations with 2 days (48 hours) or less notice before the start time of the session (at that point, we have already begun work on your menu and ordering ingredients).

We may make exceptions due to extenuating circumstances on a case-by-case basis, such as illness in the house and family emergencies. We will be as fair and flexible as possible in these situations.

You can avoid cancellation fees by requesting a reschedule in the same calendar week, subject to availability. Please contact us as soon as possible so we can fit you in. All cancellation and reschedule requests must be made in writing to hello@honeybreadmealprep.com or text at 978-414-5554.

We reserve the right to restrict future bookings to clients that cancel on a regular basis.

3. Cancellations Made by the Company

We may cancel a session due to weather conditions (factoring in the risk of power outages) and extenuating circumstances with the chef. In these cases, you will receive a full refund.

4. Service Area and Extra Travel Fees

If you are outside our service area (see the bottom of our homepage), we will apply a fee of \$2 per mile traveled outside our service area and additional fees for tolls and paid parking.

5. 'Perfection Promise'

If you are unhappy with one of your meals, let us know within seven days and we will remake the meal at no charge to you. We do not offer refunds for meals and completed services. We reserve the right to deny a meal remake if we suspect abuse of this policy.

6. Groceries/Ingredients

The cost of your session does not include groceries/ingredients. Reimbursement is due at or before the start time of your session. We accept cash, check and Venmo. We do not accept credit cards for grocery reimbursement (this is because we only charge you for the cost of the groceries, and by accepting credit cards, we are charged a hefty transaction fee by the credit card company).

We obtain all groceries through stores with delivery or curbside pickup. We charge a \$80 fee for each store shopped that does not offer curbside pickup or delivery. If you prefer to do the shopping yourself, we can send you a list of groceries needed for your session.

7. Session Time Length and Meals Per Session

Sessions may take more or less than their allotted time and is not a guarantee of a specific session time length. Estimated number of meals and servings for the session depends upon the complexity of the meals being requested.

8. Included and Extra Services

Your session includes menu consultation, grocery shopping, cooking, packing your meals and cleaning up. We do not begin work on your session (creating the menu, sourcing ingredients, etc.) until we have scheduled and received full payment for your session.

After cooking, we clean your kitchen "as if we were never there". This means that we leave your kitchen in a similar (or slightly better) state of cleanliness as when we arrived. We offer extra services such as fridge/pantry organization at a rate of \$80/hour (charged as 15-minute increments).

9. Cooking for Special Diets, Allergies and Medical Conditions

Our first priority is always ensuring the safety and nutrition of the meals we prepare. Before your session, please notify us of any allergies, dietary needs and/or restrictions for anyone that may consume the meals we prepare by carefully filling out our pre-service form. <https://forms.gle/v9aYc34EGRJCVAhR7>. Keep us updated with any changes.

Before every session, we will send you a link containing your menu and the ingredients we will use. You must approve the menu before we can cook for your session.

We may need to occasionally substitute ingredients (sometimes the store is out of a certain ingredient we have listed on your menu). If the ingredient matches your dietary needs as indicated on your pre-service form and does not significantly change the dish, we may not notify you of this change. If the ingredient may cause a dietary issue or significantly alters the dish, we will inform you to make sure the substitution is acceptable.

Our service is not intended to diagnose, treat, cure or prevent any disease. Please consult with your healthcare professional as needed to ensure the meals are appropriate for your needs.

10. How The Meals are Packed

By default, your meals will be packed "family style" (packed in bulk in large containers so family members can serve themselves throughout the week). But we can definitely pack your meals in ready-to-go, portioned containers!

Since individually packing servings takes considerable time away from cooking, we can cook one less meal than your session type designates. For example, if you book a "Queen Bee" session with 5 meals, we will be able to prepare 4 meals with individually packed servings.

We will also need to charge a container fee (usually about \$25 - we'll charge whatever our cost is to order the containers through Amazon). We will also charge the container fee again as needed if we need to order more containers for your meals in the future.

Please ensure you have plenty of space in your fridge and/or freezer. Individually packed containers take up a lot of space, so be ready for it!

11. Required Kitchen Space

We require a clean residential kitchen in the interior living space of the building that is safe, well-lit, free of pests, and has all standard kitchen appliances (including oven, stove, sink, fridge) in good working condition. We reserve the right to refuse service upon arrival without refund if the space does not meet this criteria. Please contact us with any concerns about your cooking space before booking with us.

12. Teaching During the Session

Unfortunately, due to restrictions in our liability insurance coverage, we no longer offer hands-on teaching during the session. Having said that, you are more than welcome to watch us as we cook!

13. Saving Weekly Session Slots

For long-term service, you can request the same weekly slot be saved on our schedule. This ensures that you have the same time slot every week that no one else can book.

To do this, we require that you book and complete the vast majority of weekly sessions with us. We also require that you book and pay for the month in advance to save your slots.

In the event that your weekly slots are consistently not booked or canceled, we may decide to no longer save your desired slot on our schedule. We will instead invite you to book individual sessions on our website to give you extra flexibility.

By booking and/or using services through Honey Bread Meal Prep/Honey Bread LLC, you agree to adhere to these policies. These policies may change at any time without notice. Updated 6/23/2022.