



Thank you for booking with Honey Bread! Please give the policies below a readthrough before we start service together. By booking and/or using Honey Bread, you agree to adhere to these policies. These policies may change at any time. Thank you so much and we can't wait to cook for you!

1. How Long Your Meals Last

Meals can be safely consumed up to four days after preparation when properly handled and stored in the refrigerator at temperatures of 40°F or below. Make sure to freeze any extra meals before this time to prevent food waste. Feel free to check in with us to see which meals will freeze well. Frozen meals will last two months in the freezer at temperatures of 0°F or below. Cook from frozen and eat immediately.

With all of your meals, only heat the portions you will consume for that meal; heating, cooling and reheating large portions of food can promote foodborne illness. Please contact us with any questions on safe food handling!

2. Cancellations and Rescheduling

We allow clients to cancel a booked session with a full refund, less any discounts, 72 hours before the start time of the session. With less than 72 hours notice, we only offer a reschedule of the session. Sessions may only be rescheduled once; after the first rescheduling, a reschedule or refund for that session will not be offered.

Clients can request to reschedule a session up to 2 hours before the start time of their session (good for cases of last-minute illnesses in the house). With notice of 2 hours or less, the session will not be refunded or rescheduled (this is because with less than two hours, we have already picked up your ingredients and started making our way to your home).

3. Extra Travel Fees

We travel to addresses within Essex County, MA with no additional fees. If you are outside this area, we may apply an extra fee (usually \$0.50 per mile traveled outside Essex County). Contact us for an exact quote.

4. 'Perfection Promise' Guarantee

For 'Bumble Bee' and 'Honey Bee' sessions: if you are unhappy with any of your meals, let us know and we will remake the meal at no charge. This must be requested within seven days after the session has completed. Refunds are offered at the discretion of the company.

5. Groceries/Ingredients

The cost of your session does not include groceries/ingredients. We accept cash, check and Venmo. We obtain all groceries through delivery and/or curbside pickup. If you prefer, we may be able to do in-store shopping for an additional fee. We can also send you a list of groceries needed if you prefer to do the shopping yourself. Just let us know your preference and we will be happy to accommodate you.

6. 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 for the session depends upon the complexity and size

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of the meals being requested. We will consult with you before your session to let you know what is possible so that we meet your expectations.

7. Private Cooking Lessons

We can use a small amount of time from your 'Honey Bee' session to help you learn new cooking skills - feel free to take advantage of this! Dedicating cooking time to teaching may result in fewer dishes produced for your session. Make sure to request this at least 3 days prior to the start time of your session so we can fully prepare. Unfortunately, 'Bumble Bee' sessions are too short to allow for any teaching time.

For more in-depth teaching, we offer our 'Bee the Chef' private Friday night cooking class (for up to 4 participants) where you can request 2-4 dishes to learn for the evening. The number of dishes possible depends on the complexity of the recipes requested. Like our other sessions, the cost of ingredients is not included.

8. Booking a Session as a Gift

Let us know after booking if you are purchasing a session as a gift for someone else. You can choose to be billed for the cost of ingredients or have your recipient pay for the ingredients. You will be responsible and billed for the cost of ingredients if the recipient is designated as the payer of ingredients but ultimately does not pay.

9. Extra Services

We may be able to perform additional tasks unrelated to your session (for example, fridge and pantry cleaning/organization). Contact us to request these types of services. They will require an additional fee and will depend upon our schedule.

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