



Thank you for booking with Honey Bread Meal Prep/Honey Bread LLC! Please give the policies below a readthrough before we start service together and contact us with any questions. Thank you so much and we can't wait to cook for you!

1. How Long Your Meals Last

According to FDA guidelines, 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 try to be as fair and flexible as possible with our cancellation/rescheduling policy. 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 (this is because with less than 72 hours, we have already started working on your menu and ordering special ingredients). 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). If you live a short distance outside Essex County and are easily accessible by the highway, we most likely won't charge a travel fee. Contact us and we can give you an exact answer.

4. 'Perfection Promise' Guarantee

We work hard to make sure you will be 100% happy with all of your meals. If for some reason you are unhappy with any of your meals, let us know within seven days and we will remake the meal at no charge. If you prefer, we can instead refund the cost of the meal, including the cost of ingredients and session. Refund will be calculated as the meal's/recipe's proportion of the session (for example, if we made 5 recipes/meals for the session and you would like a refund for one of the meals, we will refund the cost of the ingredients used in that meal and 1/5 of the session price).

5. Groceries/Ingredients

To give you maximum control over your recipes and quality of ingredients, the cost of your session does not include groceries/ingredients. Payment is due at or before the start time of your session. 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 of the meals being requested. We will consult with you before your session to let you know what to expect for your session.

7. Booking a Session as a Gift

We would love to cook for your family/friends as a gift! Let us know at checkout if you are purchasing a session as a gift for someone else. The recipient must have a home address located in Essex County, MA. We require a \$125 grocery deposit to pay for the cost of their ingredients. This is due 48 hours after booking and payable by Venmo or PayPal. After completion of the recipient's session, we will send you the grocery receipt(s) and issue a refund for the difference if the cost of groceries comes to less than \$125.

8. Extra Services

We are available to perform additional tasks unrelated to your session (for example, fridge and pantry cleaning/organization). These services will require an additional fee and will depend upon our schedule.

10. Cooking for Special Diets, Allergies and Medical Conditions

We are happy to help you reach your goals and feel better with meals cooked to your dietary needs! Though we are able to accommodate almost any diet, we will not be able to cook for extremely restrictive/specialized diets until you have consulted with a doctor, registered nutritionist/dietician or other qualified healthcare provider. After consulting with them, we will require their guidelines/list of foods for your diet so we can make sure your meals are meeting all of your nutritional needs. We ask that you continue to consult with your healthcare provider as needed and keep us updated with any changes in your dietary needs.

Please also notify us of any allergies or medical conditions for anyone who may consume the meals before we cook for you. If at any time you have questions about your meals, please reach out to us and we will get right back to you. Thank you!

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 August 1, 2021.