



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 our service area (Beverly, Boxford, Danvers, Essex, Georgetown, Gloucester, Hamilton, Ipswich, Lynn, Lynnfield, Manchester-by-the-Sea, Marblehead, Middleton, Peabody, Rockport, Rowley, Salem, Swampscott, Topsfield, and Wenham, Massachusetts) with no additional fees. If you are outside this area, we may apply an extra fee (usually \$1 per mile outside our area). Other circumstances, including heavy traffic, tolls, paid parking garages, and difficult street parking, may add to the fee.

### 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 1) remake the meal at no charge, or 2) refund the cost of the meal, including the cost of ingredients and session, less any discounts. 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). Refunds and meal remakes are offered at the discretion of the company.

## 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 for reimbursement.

We obtain groceries through delivery and/or curbside pickup for no extra fee. We can also send you a list of groceries if you prefer to do the shopping yourself. If you prefer that we shop at a store that does not offer curbside pickup or delivery (such as Trader Joe's), we will need to add a \$50 in-store shopping fee per store shopped.

## 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. Let us know during your session consultation if there is a certain quantity of meals/servings you would like for your session.

## 7. Cleaning Up and Extra Services

We are more than happy to help you organize your fridge and pantry as extra services. Though we don't include fridge/pantry organization as part of our sessions, we can make the extra time to accommodate your request. We offer extra services such as fridge/pantry organization at a rate of \$50/hour (one hour minimum).

Your session includes menu consultation, grocery shopping, cooking, packing your meals and cleaning up. We "clean up 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 do not include cleaning services beyond this scope as part of your session.

## 8. Cooking for Special Diets, Allergies and Medical Conditions

Our first priority is always ensuring the safety and nutrition of the meals we prepare. If you or someone who will consume the meals has a restrictive or special diet, we require that you consult with a doctor, registered nutritionist/dietician or other qualified healthcare provider before we cook for you. Continue to consult with your healthcare provider as needed and keep us updated with any changes in your dietary needs. By requesting your meals be made with any type of special dietary needs in mind, you agree that you have met with your healthcare provider and that the meals are safe for you to eat. Only you and your healthcare provider can determine if the meals are safe for you and meet your dietary needs. We are not healthcare professionals and cannot offer nutritional advice or guidance.

Before your session, please notify us of any allergies, dietary needs and/or restrictions for anyone that may consume the meals we prepare. If you have not done so already, please carefully fill out our pre-service form. <https://forms.gle/v9aYc34EGRJCVAhR7> This form contains the information we will use for all of your meals going forward.

Before every session, we will send you a Google doc link outlining your menu and all the ingredients we will use for your approval. We will not be able to prepare your meals until we have your approval of the menu.

## 9. How The Meals are Packed

Your meals will be packed 'family style', meaning they are packed in bulk and family members can serve themselves throughout the week.

Packing servings individually is time consuming and, therefore, we may not have time built into your session for this. You may need to either upgrade to a higher session type or pay an extra fee, depending upon the number of servings in your session and how exact you need the measuring to be. The fee will include the extra food storage containers we'll need to achieve this. Please save and wash these food containers for future sessions. We will charge an additional fee if the containers we provided in previous sessions are not clean and available to use for future sessions.

We can also simplify your meals or decrease the amount of meals we prepare so that we can dedicate more session time to packing individual servings.

## 10. Required Kitchen Space

We require a residential kitchen that is in the interior living space of the building, is clean and in good condition, safe, well-lit, free of pests, and has all standard kitchen appliances (refrigerator, freezer, stove, oven) in good working condition. *We reserve the right to refuse service upon arrival without refund* if the cooking space does not meet this basic criteria, so please let us know any concerns you may have about your kitchen before your session.

## 11. Teaching During the Session

We are happy to teach you cooking skills that you can take with you the rest of your life! Dedicating session time to teaching will take some of our attention from cooking your meals, so we may not be able to cook as many meals as we normally would, especially if you would like to watch us cook in the kitchen (talking and answering questions takes our focus away from cooking). If you would like to actively engage and participate in the cooking and help in the preparation of the meals, this may keep us on track with time and not affect the amount of meals we can make. Please let us know your desired level of engagement and we will let you know what is possible.

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 10/16/2021.