

Holistic Home Cookin'

Personalized healthy meals professionally prepared in your home, according to your specific dietary needs!

www.holistichomecookin.com

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Client Information

Name:

Email/Phone:

Address:

Today's Date:

New Client Service Agreement

Scheduled Cook Day: _____

Based on the information the Client provides through weekly discussions (via e-mail, phone, text, or in person), the Chef (or a representative) of Holistic Home Cookin', hereby known as "HHC", will create and execute a customized weekly menu plan, using Pinterest to streamline planning. The menu plan shall include 5 items, which will be comprised of any combination of the following: 1 entree with up to two appropriate sides, 1 casserole with 1 side, 1 soup with up to 2 sides, 1 batch of cookies, 1 batch of muffins, 1 batch of salad jars, 1 batch of lunch bowls, 1 entree salad, 1 batch of snacks, and 1 batch of a breakfast item. Please note, these items are to be used examples. HHC and the Client shall not be limited to only these examples when creating the menu.

The Client will communicate throughout the week regarding recipes, menu changes, shopping lists/inventory, and any other necessary information. If the Client chooses to opt-out of any menu-planning involvement, he/she should initial here: _____. Opting out means that the Client wishes to have **no**

involvement in menu planning, and can expect HHC to make all decisions including menu items, shopping list, and groceries. If the client chooses to be involved in menu planning, he or she agrees to answer texts/calls/e-mails in a timely manner.

Menus should be finalized no later than 3 days before the scheduled cook day

Unless prior arrangements have been discussed, please only call or text during normal business hours. Please, do not call or text past 8:00 pm. E-mails are welcome at anytime.

Please understand that failure to communicate results in unnecessary stress for both the Chef and the Client.

Responsibility of Holistic Home Cookin’:

- HHC will arrive at the Client’s home with ingredients necessary to prepare the agreed-upon meals in your home. Additional ingredients already in the Client’s home will be used by HHC at the Client’s discretion, and will be discussed and approved by the Client during the menu planning and shopping list preparation process.
- HHC will always prepare the Client’s meals and items in accordance with your specific dietary needs including food allergies, food sensitivities, likes, and dislikes.
 - HHC will package meals as per the Client’s instructions, label them, and leave complete heating instructions for your convenience.
- The Client’s kitchen will be clean and orderly and any equipment HHC brings will be removed upon departure. Please note, your kitchen will be left ***as clean as it was found or cleaner, along with removing trash and cleaning all surfaces.***
 - So long as HHC has the cooperation of the Client, HHC will have the shopping list finalized no later two days following the finalization of the menu.
 - HHC will prepare any meals that the Client chooses *within reason*, and with the following exceptions: 1: No foods will be deep fried. 2: No meals will be prepared in the oven that have a cook time of longer than 90 minutes, unless the Client’s kitchen is equipped with two ovens. 3: Items that the Chef deems as “specialty items” will not be included as part of the regular menu items. Specialty items may include, but are not limited to: Bakery-style cakes and pies, wonton/dumpling wrappers, tortillas, and certain breads/desserts/pastries.

Responsibilities of Client (Please Initial Before Each Item):

- _____ My kitchen will be clean and ready on the scheduled cooking dates. This includes emptying the dishwasher (if full/clean), sink, drying rack, full trash/recycling receptacles, as well as making reasonable room in my fridge and freezer. If HHC must perform any of these duties, (unless prior arrangements have been agreed upon), I agree to pay the \$50 fee that will be applied to the invoice. *Please note, excessive and purposeful use of the cleaning fee will not be tolerated. Repetitive, necessary cleaning/organizing by HHC may result in additional fees and/or a discontinuation of services.*
- _____ I will allow HHC to perform their professional services in my kitchen without unreasonable interruptions, which include more than one (1) extra persons entering and using the kitchen only if necessary.
 - _____ For their safety, I will not allow children in the kitchen unless prior arrangements have been agreed upon.
 - _____ I understand that some wear-and-tear of my cookware is normal and as such, I will not hold HHC responsible for normal wear-and-tear on my cookware. Any damages deemed beyond “normal” by both the Client and HHC will be repaired or replaced by HHC in a timely manner.
 - _____ I will be prepared to use Pinterest along with the Chef to help as desired in the menu planning process. This means I will need to download the Pinterest app, create an account if I do not already have one, and practice using it.
 - _____ I will have have food storage containers clean and ready for use, and all my cooking equipment ready and available for use.
 - _____ My menu will be finalized no later than 3 days before my scheduled cook date. If I cannot do this, I will allow my Chef to create a menu without any collaboration or input from me. I agree to communicate my choice with the Chef no later than 2 days before my scheduled cook date. If the Chef does not hear from the Client at all, the Chef will not provide service for that week, and The Client will be charged the full amount minus groceries which will not be purchased (unless The Client has chosen to “opt out”).
 - _____ I understand that Aubree (and any employee or representative of HHC) is not a licensed medical professional, nutritionist, or dietician, and therefore cannot offer medical advice or guarantee that meals will be prepared with exact nutritional values as recommended by the Client’s doctors or other medical and dietary professionals. Should The Client require meals to be made within particular nutritional values (ie “macros” or “x amount of protein”, etc.), they should be prepared to look at recipes to determine if they will work for their

menu and nutritional value needs for that week. HHC will not calculate nutritional values for The Client, but will use any recipe provided to the chef, within reason. Most recipes found on Pinterest have the nutritional values stated.

Service Charge: Service charges are based on location, family size, dietary needs, and estimated time necessary to complete the Client menu in full. Based on the information gathered at time of contract, the Client service fee will be _____ per week, plus the actual cost of groceries. Groceries will be purchased up front by HHC, and the costs will be reimbursed by the Client when the invoice is paid. This service fee is subject to change if the Client and Chef agree that more time and/or food is needed on a weekly basis. ***The agreed upon rate will be the minimum and will not change should the client prefer to order less items on any given week.***

Additional item fee will be TBD per item, depending on the item (which may include but is not limited to one entree, one side item, one soup, one batch of salad jars, one snack, one dessert, one breakfast item, or one batch of muffins or cookies). The cost will be determined by the Chef and agreed upon between the Chef and the Client before the item is prepared. The client may order up to two additional items per week, max.

Payment:

A non-refundable deposit of 50% for the first day of service is due on the day that the Client schedules the first cook date. The deposit will be put towards the Client's total on the first day of service. The balance and all future payments must be made ***at the time of service.***

Currently, HHC accepts payment via personal check, Venmo, PayPal, or most preferably, Zelle. All payments must be made on the date of service each week, no later than 5:00 pm, unless other arrangements have been made.

Cancellation Policy:

- One-time cancellations (for reasons other than an emergency/sudden illness/inclement weather) must be received no less than **one week** prior to the scheduled cooking session. Failure to give proper notice will result in the Client paying for the cancelled session.
- If The Client needs to cancel 2 or more consecutive sessions (such as an extended vacation) but wishes to continue service upon return, HHC will be paid a retainer fee equal to 25% of time lost. For example, if The Client is cancelling 2 sessions at \$450 each, then The Client is responsible for \$225, to be paid by the first missed cook day.

- In the case of emergencies, sudden illness, and inclement weather, please call or text when possible. HHC cannot guarantee e-mails being checked just prior to departure from home.
- During the first sixty (60) days of service, The Client may terminate service with a ***two weeks's notice*** for any reason.

Following this initial period, a **permanent termination of services requires no less than thirty days' notice**. This cancellation must be made in person or via a phone call or a written notice (e-mail or text). *Should the Client fail to give the required notice, all scheduled session fees must be paid for thirty days following the date of given notice. If the Client gives this notice just prior to a vacation or event that would cause the chef to miss any sessions prior to the final session, he or she must pay for those sessions.*

- ***The Chef may terminate the service without notice and at any time, should she/he feel unsafe, threatened, or abused (emotionally, verbally, or financially).***
- If HHC cannot make a scheduled cook date, the Client can expect proper and timely notice.

This contract is binding between the Client and Holistic Home Cookin'. If the terms are agreeable, both parties will sign below. The Client may choose to end service at any time, so long as the cancellation policy is honored.

Signature/Date Client(s)

Silver, Owner, Holistic Home Cookin'/Date Aubree