

Client Services Agreement

Ambrosia Private Chef & Catering, LLC

Thank you for selecting Ambrosia Private Chef & Catering as your personal chef service. My goal is to provide you not only with delicious food but with a five-star fine dining experience on an ongoing basis with an exceptional meal tailored to you, your family, and friends. Together, we have completed a consultation or communicated in order to assess your needs as well as preferences. Dietary restrictions have been discussed and made clear to the chef as well as any food allergies for all parties involved.

Ambrosia Private Chef & Catering is a professional personal chef service owned and operated by Chef Lonnie Spry. With respect to all parties involved, this business policy statement is furnished to clients so they are aware of how this business operates.

Here at Ambrosia Private Chef & Catering, we spend a great amount of energy time planning, researching, communicating and executing these food services. Please be aware that by booking any service with Ambrosia Private Chef & Catering you are agreeing to our terms of service. We do not offer any refunds for services purchased. If you have any questions please inquire before your purchase.

Booking Services: Although a deposit will be required to book, your service date(s) are booked on the Chef's calendar when 100% payment is received. This does not include the cost of groceries which will be paid for on your cook date.

Changes / Cancellations: Ambrosia Private Chef & Catering requires a 3 day advanced notice of any change in guest numbers, in service dates, or cancellations. If 3 days' notice is not provided, a refund will not be issued.

The following will familiarize you with our policies:

- The flat rates and charges for Ambrosia Private Chef & Catering are based on the meal/dish package chosen. These rates do not include the cost of groceries or any cleaning/traveling fees that may occur.
- A proposed menu option will be submitted to you 48-72 hours before we book a service date for you. You can accept the offer by email or telephone confirming that you have received and accepted the menu provided. If you would like additional menu ideas or changes please let us know as soon as possible. All menu changes must be submitted at least 24 - 48 hours before services can be booked.
- By accepting the menu and our offer to provide the grocery and services, you are entering a legal agreement between Ambrosia Private Chef & Catering and you (the client) for us to provide the meals as indicated on the menu and for your payment in accordance with this Contract.

- Once you accept the menu, Chef Lonnie will shop for all necessary food items and ingredients and then prepare and cook the meals for you in your kitchen. You should ensure that the kitchen is clean and ready at the scheduled time and pets and children are out of the kitchen area.
- Our 'Try it Out' is for first time clients only. Promotional discount applies to chefs' fee only – not the cost of food.
- A fee for storage containers will be included in grocery cost, if applicable. Please keep any containers purchased as we will use them again at your next service date.
- To book your cook date, all payments including deposit are made in advance before each service. Food reimbursement charge will be due on your cook date. You may also leave a check for food reimbursement to Ambrosia Private Chef & Catering on the day of service.
- You must supply a key for the chef to gain entrance, if you are not going to be home.
- Please provide a trash can that the personal chef can use to dispose of waste, unless otherwise specified by the chef.
- A 3 business day cancellation notice is required for all scheduled cooking sessions. Cancellations made within the 3 business day period will incur a penalty of 50% of the quoted price plus the cost of groceries if already purchased. 100% if cancellation is later than the third business day plus the cost of groceries if already purchased.

You can expect your chef to:

- Show up on the agreed date and time for the cooking session prepared to work. Chef Lonnie will arrive in a 45 minute window discussed in the initial consultation. If that were to change the chef or Ambrosia Private Chef & Catering management will let you know.
- Be dressed in the appropriate chef attire.
- Disinfect the kitchen with cleaning products before and after the cooking session.
- Clean the affected areas of the kitchen during and after the cooking session.
- Handle and store fruits, vegetables, meats and seafood appropriately.
- Respect your privacy and property.
- Provide confidentiality between the chef and you.
- Provide advance notice of any unforeseen cancellation by the chef.
- Upon our departure from your kitchen, package and label your food with any pertinent instructions.

- In order to provide the best possible service for you and for safety reasons, the chef will not be able to answer the phone or the door or be responsible for work people in the home.

Food Safety:

- Once a meal is turned over to the client, it is your responsibility to properly handle and maintain. Ambrosia Private Chef & Catering is not responsible for problems that may occur with your refrigerator/ freezer, or due to improper handling or storage of food.
- Ambrosia Private Chef & Catering is not responsible for any illness or death due to manufacturing flaws or recalled products. Ambrosia Private Chef & Catering will inspect all groceries, but is not responsible for conditions unknown or unforeseen.
- If it is discovered that a product is contaminated or has been recalled, Ambrosia Private Chef & Catering will promptly contact you and advise you to avoid the item.
- We highly recommend a food thermometer and it is required that food is reheated to 165 degrees Fahrenheit.
- Food should not be left unrefrigerated for longer than 2 hours.
- It is recommended that frozen food that is to be eaten is defrosted properly in the microwave or defrosted in the refrigerator overnight. Defrosting food in the microwave should only be done if you plan on immediately heating the food. Otherwise, use the refrigerator.

Some Limitations:

While we are chefs/ cooks and have educated ourselves or have a degree in culinary arts, we are not medical doctors, nor certified nutritionists. We do not provide medical advice. You acknowledge that we have advised you to seek the advice of your doctor or other health care provider if you have any medical questions. If you fail to pay any amounts due to Ambrosia Private Chef & Catering under this Agreement for our services or for groceries, you agree that such amounts will accrue interest at the annual rate of 25% from and thereafter our notice to you that payment is overdue. In addition to such costs, you are responsible for any costs of collection of such amounts, including attorneys' fees.

CLIENT SIGNATURE: _____ DATE: _____