



Thyme + JOY LLC
2430 Thoreau St.
North Charleston SC,

Thyme + JOY LLC, Client Services Agreement

Thank you for selecting THYME AND JOY LLC as your personal chef service. My goal is to provide you with delicious food on an ongoing basis with a nutritional food plan tailored to your personal goals. Together, we have completed a consultation or communicated in order to assess your needs as well as preferences. Dietary restrictions have been discussed as well as any food allergies.

THYME AND JOY Personal Chef Services LLC is a professional personal chef service owned and operated by Chef Valerie Skinner. With respect to all parties involved this business policy statement is furnished to clients so they are aware of how this business operates.

We spend a great amount of energy and time planning, researching, communicating and executing these food services. Please be aware by using this website and booking any service with THYME AND JOY Personal Chef Services 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:

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:

THYME AND JOY requires 5 days advance notification of any change in service dates or cancellations. If 5 days' notice is not provided there will be no refunds.

The following will familiarize you with our policies:

Clients are expected:

- The charges for THYME AND JOY Personal Chef Services LLC are based on the meal/ dish package chosen. These rates do not include the cost of groceries.
- A proposed menu options will be submitted to you 48-72 hours before we come to cook for you. You accept the offer by email or telephone confirmation 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 hours before services will be provided.
- By accepting the menu and our offer to provide the grocery and services, you are entering a legal agreement between THYME AND JOY and you 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, THYME AND JOY will shop for all necessary food items and ingredients and then prepare and cook the meals for you in your kitchen. Each week's scheduled cooking session will be scheduled in advance and more than likely, will be the same day each week. 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 your containers we will use at your next service date.
- To book your cook date all payments are made in advance of services. Food reimbursement charged on your credit card will be due on your cook date. You may also leave a check for food reimbursement to the chef day of service.
- You must supply a key for chef to gain entrance, if you are not going to be home.
- You will provide a trash can that the personal chef can use to dispose of waste, unless otherwise specified by the chef.
- A 5 business day cancellation notice is required for all scheduled cooking sessions. Cancellations made within the 5 business day period will incur a penalty of 100% of the quoted price 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. Your chef should arrive in a 45 minute window discussed in the initial consultation. If that were to change the chef or THYME AND JOY management will let you know.
- Be dressed in appropriate attire.
- Disinfect the kitchen with cleaning products before and after the cooking.
- 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/or nutritionist and you.
- Provide advance notice of any unforeseen cancellation by the chef.
- Upon our departing 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. THYME AND JOY is not responsible for problems that may occur with your refrigerator/ freezer, or due to improper handling or storage of food.
- THYME AND JOY is not responsible for any illness or death due to manufacturing flaws or recalled products. THYME AND JOY 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, THYME AND JOY will promptly contact you and advise to avoid the item.
- We highly recommend a food thermometer and is required that food is reheated to 165 degrees Fahrenheit. We can supply you with a food thermometer if you do not have one.
- 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 health/ nutritional sciences, 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 THYME AND JOY 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 after our notice to you that payment is overdue and, in addition to such costs, you are responsible for any costs of collection of such amounts, including, attorneys' fees.

CLIENT SIGNATURE: _____

DATE: _____

VALERIE SKINNER