

Fruitful Vintage Personal Chef Service Policies:

865-774-0251 • www.fruitfulvintagechef.com • info@fruitfulvintagechef.com

What are your, on-site, entry requirements? Chef Ray will need access into your kitchen upon his arrival. If you or one of your guests will not be, on-site, upon his arrival, then we will need you to please get us your key code or another means to enter. We also ask that you have your counters and sink areas cleared and clean before Chef Ray arrives.

Do you accommodate dietary restrictions or food allergies? If any of your guests have dietary requirements or food allergies please let us know, in advance, when emailing over your menus. It must be in type (e-mail) by the customer. We can accommodate most Gluten-Free and Dairy-Free guests. We do not accommodate fad or non-health related dietary needs.

Do you provide tableware? We do not provide tableware. We will use the tableware provided in your home, cabin, or venue. Disposable tableware can be provided for an additional per person fee, if desired.

Do you provide alcohol? We do not provide bartenders or alcohol, nor can we open or pour any alcohol.

Can you deliver food to our location? The only food we will deliver is from our “**Finger Foods Menu**”. All other menu items are prepared, on-site, in your home, venue, or cabin rental kitchen to give that personal chef touch.

How do I reserve my date? Fruitful Vintage reserves dates based on a first booked basis. To reserve your date(s), please call or email us to proceed, and we will email you an invoice to pay online. We require an **estimated 50% deposit of the total price** to book.

When is my final balance due? Your **final balance will be due 2 weeks prior** to your reserved event. At this time, you will need to make any changes or additions before making your final payment.

How do I make my menu selections? All of our menu selections can be found at www.fruitfulvintagechef.com. Please choose the menu(s) from the services you have ordered and email us your selections at info@fruitfulvintagechef.com. Note any allergy or dietary needs that we can accommodate with your menus. **Menu selections will be due 3 weeks prior** to your event so any changes can be noted on your final invoice at the 2 week mark. **NOTE: We only allow changes to be made one time, either on guest count, service chosen, # of courses chosen, food additions, or menu selections. This must be done at time of submitting menus.**

Which forms of payment do you accept? We accept all credit cards, e-checks, and personal or business checks.

Are taxes included in your pricing? No. In addition to our pricing, please add **9.75%** tax to your total price.

Is gratuity included in your pricing? No, we do not include gratuity in our pricing but **recommend 15-20%** of your total.

Do you have a travel fee? There is no travel fee for up to 50 miles round trip. If over 50 miles, there will be a **\$50-\$75 fee**.

Are there certain days you are closed? Yes, we are closed **Sundays, Christmas Day, and Thanksgiving Day**.

What is your refund policy? If cancelling in **60 days or more** = 50% refunded from deposit total ; **No refunds under 60 days.**
(Note: In addition to this refund policy, if paying by credit/debit card, there will be a 15% fee charged on the total for all refunds.)

Will refunds be issued during severe, winter conditions? Due to severe, uncontrollable, winter weather conditions, such as heavy snows or ice on roads, cook dates may have to be canceled, delayed, or rescheduled for a later date or time. Partial refunds will be considered, per individual situation, at Chef Ray's discretion, if he cannot reach your location.

Fruitful Vintage Personal Chef Service has operated in integrity and has been committed to providing excellent and personal service since 2006. We are licensed, fully insured, and ServSafe trained. **All of Fruitful Vintage's prices are subject to change without notice. By booking with Fruitful Vintage Personal Chef Service, you agree to all its policies or terms and conditions.**

