Client Service Agreement

Weekly Meal Service

GF PERSONAL CHEF | GLUTEN-FREE & PALEO MEALS
THE WOODLANDS, TEXAS

CONTACT INFORMATION

CLIENT: _____

PHONE: _____ **EMAIL:** _____

SERVICE ADDRESS: _____

EMERGENCY CONTACT: _____

TERMS AND CONDITIONS OF SERVICE

Please read each numbered section. Take your time; we are happy to walk through any of it with you.

1. SERVICE AGREEMENT

This signed agreement along with your payment constitutes an order for recurring meal service and is a legal contract between you and **GF PERSONAL CHEF**. It applies to every week of service ordered and received. Either party may discontinue service at any time and for any reason with at least 14 days' notice in advance of final scheduled service day. Written notice must be submitted to Chef Jacqueline by text or by email to gfpersonalchef@gmail.com. Notice is considered received once **GF PERSONAL CHEF** confirms receipt in writing.

2. SERVICE AREA

GF PERSONAL CHEF serves The Woodlands and surrounding Montgomery County, Texas. Delivery charges are based on round-trip mileage and are quoted at enrollment.

3. ENROLLMENT

Enrollment paperwork (CLIENT ORDER FORM, CLIENT TASTE PROFILE, PAYMENT AUTHORIZATION FORM, AND THIS AGREEMENT) must be completed by the client prior to establishing service. A representative of **GF PERSONAL CHEF** will review your paperwork and discuss procedures with you prior to setting a service initiation date.

4. SERVICE DAY

Your assigned service day will occur the same day each week. Deliveries usually occur between 6:30 p.m. and 8:30 p.m.

- Delivery personnel will leave meal bags at your requested doorstep/entrance.
- At delivery, we also retrieve bags from your previous service.
- Please have dishes clean, dry, and with lids attached (rather than nested glass). Dishes can be stowed in the thermal bag(s) you received at delivery; please zip bags so the dishes stay clean during transfer and transit.
- Please inform us of gated-community access, garage key pads if we are stowing meals for you, security/alarm procedures, or parking/entrance preferences.

5. PETS

Please secure pets during delivery if we are stowing meals for you. **GF PERSONAL CHEF** cannot accept responsibility for unsecured pets.

6. WEEKLY MEAL PLAN PRICING

Please indicate your chosen meal plan.
Price is effective as of January, 2026.

	PLAN	WEEKLY PRICE
☐	**1-Meal Plan**	**$145.00**/week + groceries
☐	**2-Meal Plan**	**$250.00**/week + groceries
☐	**3-Meal Plan**	**$375.00**/week + groceries
☐	**4-Meal Plan**	**$500.00**/week + groceries
☐	**5-Meal Plan**	**$625.00**/week + groceries

7. BILLING

Meal service is billed by weekly invoice and paid using your card on file with Square Processing. Please check your email weekly for invoices and menu proposals. Menus must be approved by you each week prior to your service.

8. ACCEPTABLE METHODS OF PAYMENT

We use a card-on-file system with Square to process your weekly billing. Drivers do not accept payments. A Payment Authorization Form must be kept on file for each client with no exceptions. Either a debit card or credit card is acceptable. The Payment Authorization Form covers weekly billing, incidental fees, penalties, and suspended services. You will receive an invoice for all assessed charges. No cash is accepted for payment.

9. CANCELLATION POLICY

Clients must provide written notice in order to discontinue meal service. Two-week notice is required. Notice is considered received once **GF PERSONAL CHEF** confirms receipt in writing. If an immediate cancellation is preferred, you will be billed the equivalent of your chef's fee for (2) service weeks.

If you desire to temporarily suspend your service, you will be billed a fee equivalent to a 50% chef fee according to your reserved meal plan. Service suspension is permitted up to (2) consecutive weeks and not more than 6 weeks total per year. Additional missed weeks will be billed at regular service rates based on your established meal plan.

Service suspension fee *(50% of weekly chef fee)*

PLAN	SUSPENSION FEE
1-Meal Plan	**$72.50**
2-Meal Plan	**$125.00**
3-Meal Plan	**$187.50**
4-Meal Plan	**$250.00**
5-Meal Plan	**$312.50**

10. CUSTOMIZED WEEKLY MENU

GF PERSONAL CHEF meal planning occurs on a per-service basis for all clients. You will receive a menu proposal via email prior to your service. Please reply with approval or changes. Change requests to the proposed menu must be received at least two (2) days prior to the scheduled service day.

11. PERSONAL SHOPPING

Grocery shopping service is included with your weekly meal plan. Cost of groceries is billed separately from the service fee, and both appear as line items on your invoice.

Your order form lists a grocery deposit based on your meal plan. Actual grocery charges will be reflected on your first invoice.

12. FOOD STORAGE CONTAINERS

Meal storage containers are purchased through **GF PERSONAL CHEF**. You may choose glass containers or disposable containers. The glass container deposit is a non-refundable payment toward the purchase of your glass containers. The actual cost will appear on your first invoice, with the deposit credited toward it. Missing or broken dishes are charged at the original purchase price.

Glass dishware procedures:

- Please remove lid seals and then wash and thoroughly dry your dishes in your dishwasher using a commercial detergent and heated dry cycle. Allow the glassware to cool before fastening lids for return. *Do not* put lids in the microwave or oven.
- Please *do not* nest dishes when returning them. Fasten lids and stack in your service bags. Please zip the bags, so dishes stay clean and safe in transit.
- Please notify us when a dish is chipped or broken and discard it safely.
- A dishwashing fee of $5 per dish will be applied to dishes that are returned wet, dirty, or with lids unattached.

13. FOOD ALLERGENS

You agree to full disclosure concerning any known or suspected food allergies of any member of your household/clientele. **GF PERSONAL CHEF** consents to omit use of declared food allergens from any and all prepared foods. **GF PERSONAL CHEF** cannot assume liability for food reactions/allergens nor cross-reactive food allergens.

14. DIETARY CONCERNS

GF PERSONAL CHEF recommends that you seek the advice of a qualified health care practitioner regarding medical questions. Chef Jacqueline will advise you on nutrition industry standards for healthy eating. However, we make no claims or guarantees of medical or nutritional outcomes on your behalf.

15. PRODUCT AVAILABILITY

When a grocery item is unavailable, **GF PERSONAL CHEF** will seek to provide you with a comparable substitution. We cannot guarantee availability of grocery items. You may let us know your preferences for substitutions, and we will do our best to honor your request.

16. SATISFACTION GUARANTEE

If you are not satisfied for any reason, please notify **GF PERSONAL CHEF**. Together we will reach resolution.

17. POLICIES

GF PERSONAL CHEF reserves the right to amend the Terms and Conditions for use and purchases regarding personal chef & in-home/on-site services. Updated Terms and Conditions will be provided to you while you are an active client.

GF PERSONAL CHEF also reserves the right to add, delete, or change its listed services, fees, or charges at any time.

PLEASE REVIEW AND INITIAL EACH LINE.

_____ Your service is a weekly subscription.

_____ Service suspensions are billed at 50% off your regular chef fee up to 6 times per year.

_____ Glass dishes should be returned clean, dry, and with lids attached.

AGREEMENT

Initial each line.

_____ I confirm that I have read, understand, and agree to these Terms and Conditions.

_____ I agree that the cooking and related services of **GF PERSONAL CHEF** are to be provided according to the written terms of this agreement.

_____ _____

CLIENT SIGNATURE DATE