

COOKING PARTY FAQ

Coronavirus (COVID-19)/Cancellation Policy

Your health, safety and comfort and that of our staff are paramount to us and your experience.

We ask and require that you stay home if you have any cold or flu systems. Upon arrival to class, all guests be asked to wash their hands before the start of the party. Face masks are optional.

Note that we do not offer refunds but honor a 72-hour cancellation policy in which you may receive a credit to your account for the amount that you paid if you cancel your class more than 48 hours prior to the start of your class. This credit is only valid for use towards another hands-on cooking party and not valid on private dinner parties, meal prep services or gift certificates.

General hygiene rules

- Wash your hands after using the toilet, before eating, and if you cough/sneeze into your hands. Wash hands for at least 20 seconds with soap and warm water.
- You can also use the sanitizers you'll find in the kitchen, but not in lieu of hand washing.
- Cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitize your hands immediately.
- Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected.
- If you find yourself coughing/sneezing on a regular basis, please remove yourself from class or you will be asked to sit out.

What is the class format?

All cooking parties are hands-on and typically 3 hours long, focusing on learning fun, easy to replicate recipes in a warm and inviting kitchen.

What should I bring?

All you need to bring is your appetite! Please arrive on time and wear closed-toed shoes for safety and avoid wearing perfume. We encourage you to bring a container or two with you to class in case you have any extras.

Do I get to keep the recipes?

Yes! We hand you a printout of recipes for you in class and have pens ready for you to follow along and take notes. You will also receive the recipes via email after class.

How do you handle food allergies?

If you have a food allergy and are the party host, please let us know during your initial consultation. If notified of a food allergy by one of your guests during the invite process, please notify Cook, Learn, Feast! via email (PattiFleet@iCloud.com) and reference the date of your cooking party in the subject line. While we use common foods and ingredients in our classes including shellfish, seafood, fruits and vegetables, nuts, meats, spices, wheat flours, etc. – not all ingredients will be listed in the course description. Please be sure that any ingredient alterations are requested at least 48 hours in advance of your party date, otherwise it may not be possible to make the requested changes.

How much does this cost?

The cost will depend upon the style of cooking party chosen (teams v. individuals) as well as the menu. Please contact *Cook, Learn, Feast!* for a custom quote. Please note: while tips are not included in pricing, they are much appreciated.

What do I need to do to prepare before you arrive?

As a host, please make sure your freezer and refrigerator have enough room for party ingredients as discussed in your initial consultation. Having an accessible/empty trash can and a kitchen free of any clutter or dishes that haven't been put away, is also beneficial.

What's your cancellation/refund policy?

It is understood that you may need to reschedule because of illness/emergency, in which case we will be happy to offer you the next available timeslot. Otherwise, because we have reserved the day for you in addition to the fact that this service requires the purchase of ingredients ahead of time, changes must be received a week in advance for full credit. A request to cancel within this timeframe will incur a charge equivalent to 50% of the normal billing rate (unless otherwise specified in advance) in addition to any hard cost, where applicable. If a date change is requested, client may incur an additional grocery charge, as groceries may need to be re-purchased. Any given credit is only valid for use towards another hands-on cooking party and not valid on private dinner parties, meal prep services or gift certificates.

We reserve the right to cancel or reschedule for any reason, at which time a full refund will be offered should rescheduling not be an option.

Full policy provided in contract.