



GENERAL TERMS & CONDITIONS

ZenCook® stands for:

- 🍴 A radiant appearance, flexible, full of magic and love, and endlessly creative chef who works with you to give you and your guests an unforgettable culinary experience.
- 🍴 A customised nutritionally balanced menu created by ZenCook®'s nutritionist and chef.
- 🍴 Meals with a wide variety of healthy and delicious dishes which are exclusively ZenCook®'s creations.
- 🍴 Love and magic in everything our chef creates.
- 🍴 Meal preparations, all from scratch.
- 🍴 Cleaning of the kitchen for the meals that our chef prepares.
- 🍴 Healthy Cooking Workshops (with themes like Healthy & Vegan Desserts, Healthy & Vegan Meals, Healthy & Vegan Snacks,...) when agreed in advanced.



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Hello! Thank you so much for being interested in ZenCook®! We are very much looking forward to working with you.

We aim at providing you the best service in the world, and, for that, we kindly ask you to read and agree to our General Terms & Conditions.

1. Venue kitchen

- a) We work best when the kitchen is clean and ready for us to prepare each meal, as we will be there to create magical and delicious dishes, and not cleaning other's people clutter.
- b) In order for us to give you an amazing culinary experience, the kitchen should be equipped with material in good working condition to prepare meals (notably, a working stove and oven - gas or electricity).
- c) As we don't budget on our food ingredients, both fresh and dry, there should be adequate food storage space (in the refrigerator, in the freezer and on shelves).
- d) We highly recommend for a dish washing machine onsite as we are only responsible for the cleaning of the kitchen for the meals prepared by us. This excludes plates, glasses and cutlery used by retreat participants and staff.
- e) There should be enough plates, trades, bowls, pans, cutlery and other tableware to prepare and serve meals, enough for the number of people attending the retreat including staff.
- f) The equipment and ingredients that is brought by the chef is only to be used by the chef.

2. Menu

- a) A customized nutritionally balanced menu will be designed by ZenCook®'s nutritionist and chef.



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- b) The menu needs to be approved by you in advanced, with a maximum of 3 revision rounds, and will be finalized latest one week before the start of the retreat.
- c) After the finalization of the menu, it could be subject to change only and exclusively by our chef because:
 - a. Certain ingredients may not be available (due to low supply, seasonal changes etc.),
 - b. Our chef's creative process moves her into preparing something new and challenging,
 - c. We like to make optimum use of the ingredients purchased without anything going to waste.
- d) Creative control: ZenCook®'s strength lies in the power to be creative whilst keeping balanced and nutritional dishes in mind. We listen to your ideas and input and will integrate these as much as we can, but we do always ask you to let our creativity flow.

3. Dietary Requirements

- a) Any special dietary requirements, allergies or food intolerances must be reported to no later than one month before the start of the retreat in order for us to incorporate them in the menu. Dietary changes given with less notice may not be able to be organised.
- b) We need to know the severity of these intolerances/ allergies and the possible consequences.
- c) It is the responsibility of the client to introduce guests with special dietary needs to us in order to ensure that we are made aware of the identity of the individual.
- d) Whilst we will accommodate dietary requirements where possible, no responsibility will be taken for guests with allergies that may result in serious or fatal consequences.

4. Groceries

- a) ZenCook® will do the food shopping exclusively for retreat meals prepared and only if agreed by us beforehand.



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5. Cleaning

- a) Our services include the cleaning of the kitchen only for the meals that our chef prepares.
- b) It does not include the cleaning of plates, glasses and cutlery, or any other tableware used by the participants or staff for the meal.
- c) The client will provide ZenCook® with a clean kitchen prior to each meal preparation. In case of an uncleaned kitchen (such as left dishes etc.) not associated to ZenCook®'s cooking which is needed for the meal preparation, a cleaning surcharge of 50€ will apply per occasion.
- d) ZenCook® is not responsible for the handling of garbage disposal.

6. Travel

- a) For contracts outside Ibiza
 - a. Flights are not included in our price proposal (economy class) and will be charged separately unless these are organised by the Client
 - b. If only flight options to/from destination are overnight, hotel accommodation and transport to/from airport are not included in price proposal and will be charged separately unless these are organised by the Client

7. Quotation

- a) All our quotations are sent via email and remain valid for 30 days, unless stated otherwise. If the event is altered in any way it may be necessary to change the original quote depending on the changes made.

8. Prices



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- a) Prices are subject to change without any notice based on the increases in cost prices from suppliers, fuel, and changes to government legislation regarding taxation and charges to business, etc.
- b) All prices are based on minimum quantities or minimum spends. We reserve the right to vary published prices where minimum quantities or minimum spends have not been met.
- c) Our price calculations are based on the total number of people attending all meals. It is your responsibility to include guests and staff in the presented number of participants.
- d) All quoted prices are exclusive of VAT.
- e) Agreed prices are final and cannot be negotiated.

9. Payment method

- a) We accept direct deposit to our nominated account and/ or cash at the discretion of ZenCook®.

10. Payment terms, deposits and booking

- a) A 50% non-refundable deposit is to be paid to confirm booking. Remainder to be paid no later than 10 days before the starting date of the retreat. Failure to pay remainder before the start of the retreat may result in cancellation of our services.
- b) A Booking will not be considered 'Confirmed' until a deposit or payment has been received, and subsequently may be subject to cancellation.

11. Cancellation Policy

- a) **Cancellation of the Client**
 - a) For any cancellation, 100% of deposit is forfeited.
 - b) If a cancellation is within 10 days prior to start of the retreat, the total agreed final price will be forfeited unless you can offer us a similar booking with another party (same or less time, same or higher booking amount).



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b) **Cancellation of ZenCook®**

- a) ZenCook® reserves the right to cancel at any time in which case we will refund the full deposit and we will do our best to help you find a chef for the dates of your retreat or event.

12. Client Responsibilities

- a) It is your responsibility to confirm and provide the correct information to ZenCook® about Booking details. Responsibilities include but are not limited to the following:
 - a) Correct dates & times
 - b) Correct address and contact details
 - c) Correct information of external suppliers, if applicable (name/ phone number/ delivery details)
 - d) Prompt payments
 - e) Providing all known dietaries restrictions (see Dietary Requirements)
 - f) Providing parking

13. Miscellaneous

- a) ZenCook® reserves the right to charge any additional costs incurred including but not limited to car parking fees, damage to our equipment by event guests or staff, additional items requested by the client etc.

THANK YOU FOR CHOOSING ZENCOOK®!