



85 Main Street, North Andover MA 01845

Private Chef Services

Service Policies & Guest Experience Standards

Our private chef experiences are designed to provide an elevated, restaurant-quality culinary experience within the comfort of your home or private venue. Each service is thoughtfully curated to ensure exceptional cuisine, professional hospitality, and a seamless dining experience for you and your guests.

To maintain the highest level of service, the following policies apply to all private chef engagements.

Personal Chef Service Retainer

All private chef experiences require a **minimum service retainer**, which secures your event date and covers the chef's culinary expertise, menu development, sourcing of ingredients, preparation, and onsite culinary execution.

Minimum service retainers are determined by guest count:

- **2–4 Guests:** Starting at **\$900.00**
- **6–12 Guests:** Starting at **\$1,500.00**
- **13+ Guests:** **Custom proposal required**

This retainer is included within the total event invoice and works in conjunction with per-guest menu pricing, which reflects the selected dishes, number of courses, specialty ingredients, and service requirements.

Each event is uniquely curated; therefore, final pricing may vary depending on menu complexity, ingredient sourcing, and hospitality needs.

Menu Development & Per-Guest Pricing

Menus are thoughtfully crafted to reflect seasonal ingredients, client preferences, and the overall dining experience desired.

Per-guest pricing will vary based on:

- Number of courses selected
- Ingredient quality and sourcing
- Dietary accommodations
- Specialty or premium ingredients
- Level of culinary preparation required

All menus are finalized prior to the event to allow for proper sourcing and preparation.

Hospitality Service Staff

To ensure an exceptional guest experience, additional hospitality staff may be recommended or required depending on the number of guests and service style.

Service staff may include:

- Professional servers
- Event attendants
- Bartenders
- Culinary assistants

Staffing allows the chef to focus on culinary execution while ensuring guests receive attentive, seamless service throughout the dining experience.

Additional service staff are billed separately at a designated rate, based on the scope and duration of the event. Staffing recommendations will be provided during the planning process to maintain the highest service standards.

Kitchen & Preparation Environment

Private chef services require a clean, safe, and functional kitchen environment that allows for proper culinary preparation.

The kitchen should provide:

- Adequate counter space
- Functional cooking appliances
- Access to running water
- A safe and sanitary preparation environment

If the kitchen requires additional preparation time upon arrival, service timelines may be adjusted accordingly.

In the rare circumstance that the environment is deemed unsafe or unsanitary, the chef reserves the right to modify or discontinue service to ensure food safety and staff well-being.

Guest Conduct & Professional Environment

Our team is committed to providing exceptional hospitality while maintaining a professional working environment.

Clients are responsible for ensuring that all guests treat service staff with courtesy and respect. Any inappropriate, aggressive, or unsafe behavior toward staff may result in service modifications or discontinuation if necessary to protect the safety and comfort of our team.

Alcohol Service & Liability

Clients are responsible for the purchase and provision of alcoholic beverages unless a licensed bartender has been arranged as part of the service.

When alcohol is present:

- The client assumes responsibility for guest consumption
- All guests must comply with local alcohol regulations
- Our culinary team does not assume liability for alcohol-related incidents unless licensed bar service has been contracted

Professional bartending services may be arranged upon request.

Ingredient Sourcing & Market Availability

Our menus prioritize fresh, seasonal, and high-quality ingredients. In rare circumstances where ingredient availability or market pricing fluctuates significantly, we may recommend thoughtful substitutions to maintain the quality and integrity of the menu.

Clients will always be consulted prior to any adjustments.

Final Guest Count

To ensure appropriate ingredient sourcing and staffing, the final guest count must be confirmed **5–7 days prior to the event**, when possible, For last minute bookings, Final guest count must be provided at contract signing.

This confirmed number will be used to finalize food purchasing, staffing arrangements, and the final invoice.

Payment & Booking

Payments must be made in full at the time of booking. Reservations are confirmed only once the required payments in full and signed agreement have been received.