



85 Main Street, North Andover MA 01845

Terms of Service

Menyue

Last Updated: March 10, 2026

Welcome to Menyue (“Company,” “we,” “our,” or “us”). These Terms of Service (“Terms”) govern your access to and use of our website, services, and any related platforms (collectively, the “Services”).

By accessing our website or engaging our services, you agree to be bound by these Terms. If you do not agree to these Terms, you should not access or use our Services.

Services Provided

Menyue provides professional hospitality services including but not limited to:

- Private chef services
- Catering services
- Event planning and coordination
- Event design and hospitality consulting
- Culinary experiences and dining events

All services are subject to availability, written agreement, and confirmation by Menyue.

Booking and Service Agreements

For event services, catering services, or private chef services, a **formal written agreement and invoice** will be issued outlining the scope of services, event details, and pricing.

Dates and services are **not secured until payment requirements outlined in the agreement are satisfied**.

Menyue reserves the right to decline service requests at its discretion.

Pricing and Payment Terms

All pricing provided in proposals, estimates, or invoices reflects the scope of services outlined at the time of quoting.

Pricing may be influenced by factors including but not limited to:

- Guest count
- Menu selections
- Service style
- Ingredient costs
- Staffing requirements
- Travel requirements
- Equipment and rentals

A **retainer or deposit may be required to secure services**. Payment schedules will be defined within the service agreement.

Failure to remit payments by the agreed-upon deadlines may result in cancellation of services.

Minimum Service Fees

Certain services provided by Menyue are subject to minimum service fees.

For **private chef services**, minimum service retainers may apply depending on the number of guests.

Example service minimums may include:

- **2–4 guests:** starting at \$900
- **6–12 guests:** starting at \$1,500
- **13+ guests:** custom quote required

These minimum fees represent the base culinary service commitment and are included as part of the overall event invoice.

Additional **per-person pricing**, menu selections, staffing, and service elements will be added to the final total.

Staffing and Service Personnel

Events requiring additional service personnel may incur separate staffing charges including but not limited to:

- Servers
- Bartenders
- Culinary assistants
- Event coordinators
- Setup and breakdown staff

Staffing requirements are determined based on guest count, service style, and event logistics.

Menu Selections and Ingredient Availability

Menus are curated based on client preferences and seasonal ingredient availability.

Menue reserves the right to make reasonable substitutions when necessary due to:

- Ingredient availability
- Market pricing fluctuations
- Supply chain disruptions
- Seasonal changes

Clients will be notified when reasonable substitutions are required.

Guest Count and Event Changes

Clients must provide an accurate **final guest count** by the deadline outlined in their service agreement.

Changes in guest count, menu selections, service style, or event logistics after the agreed-upon deadline may result in pricing adjustments.

Travel and Off-Site Events

Certain events may require travel outside of our primary service area.

Additional charges may apply for:

- Travel time
- Transportation
- Lodging
- Equipment transportation

Travel-related costs will be disclosed prior to confirmation of services whenever possible.

Kitchen Conditions (Private Chef Services)

For private chef experiences conducted in client homes or private venues, clients agree to provide a **clean, safe, and functional kitchen environment**.

Menyue reserves the right to modify the service scope or delay service if the kitchen environment presents sanitation or safety concerns.

Guest Conduct and Alcohol Liability

Clients are responsible for ensuring that their guests conduct themselves in a respectful and safe manner.

Menyue reserves the right to discontinue service if staff members are subjected to:

- harassment
- unsafe conditions
- threatening behavior
- illegal activity

If alcohol is served at an event, the client retains responsibility for the consumption of alcohol by guests.

Menyue and its staff shall not be held liable for damages, injuries, or incidents resulting from guest alcohol consumption.

Photography and Promotional Use

Menyue may capture photographs or video during events for marketing and promotional purposes.

Images may be used in:

- social media
- website galleries
- promotional materials
- marketing campaigns

Clients who prefer that their event not be photographed for promotional use must notify us in writing prior to the event.

Intellectual Property

All content displayed on our website, including but not limited to:

- logos
- branding
- photographs
- written materials
- menus
- service descriptions

is the intellectual property of Menyue and may not be reproduced, copied, or distributed without written permission.

Website Use

Users agree not to misuse the website or engage in activities that may:

- interfere with site functionality
- attempt unauthorized access to systems
- introduce malicious software
- violate applicable laws or regulations

Menyue reserves the right to suspend or terminate access to users who violate these terms.

Limitation of Liability

To the fullest extent permitted by law, Menyue shall not be liable for any indirect, incidental, consequential, or special damages arising from the use of our Services.

Our total liability related to any service provided shall not exceed the amount paid by the client for the services giving rise to the claim.

Force Majeure

Menyue shall not be held responsible for delays or failure to perform services due to circumstances beyond our reasonable control, including but not limited to:

- natural disasters
- severe weather
- public health emergencies
- transportation disruptions
- government restrictions
- supply chain interruptions

In such circumstances, reasonable efforts will be made to reschedule services when possible.

Cancellations and Refunds

Cancellation policies are defined within individual service agreements.

Certain deposits or retainers may be **non-refundable** due to the reservation of event dates, staffing commitments, and ingredient sourcing.

Clients should review their individual service contract for specific cancellation terms.

Privacy

Your use of our Services is also governed by our **Privacy Notice**, which explains how we collect, use, and protect personal information.

Changes to These Terms

Menyue reserves the right to update or modify these Terms at any time. Updated Terms will be posted on our website with a revised “Last Updated” date.

Continued use of our Services constitutes acceptance of the updated Terms.

Governing Law

These Terms shall be governed by and interpreted under the laws of the **State of Connecticut**, without regard to conflict of law principles.

Contact Information

For questions regarding these Terms of Service, please contact:

Menyue

Email: karina.mejias@men-yue.com