



# MaNae's Cuisine — Terms of Service 🍴

**Effective Date:** July 1, 2025

Welcome to MaNae's Cuisine. By placing an order, booking a service, or visiting our site, you agree to the following Terms of Service. Please read them carefully.

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## 1. Services Rendered

MaNae's Cuisine provides meal delivery, catering, and cooking instruction services. All bookings are subject to availability. Pricing varies depending on group size, menu selection, dietary accommodations, and event logistics.

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## 2. Payment Terms

Full payment is due upon ordering unless otherwise agreed upon in writing. We accept Cash App, Venmo, and other approved digital methods. Custom invoices are available upon request.

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## 3. Cancellation Policy

Orders canceled 72 hours or more before the scheduled service may be eligible for a partial refund, less the cost of perishable items already purchased. Cancellations made within 72 hours of the event or delivery date are non-refundable. Rescheduling may be offered at our discretion and subject to availability.

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## 4. Refund Policy

While we do not offer a 100% money-back guarantee for food already prepared or consumed, we are committed to your satisfaction. If you are unhappy with your experience, please notify us within 48 hours, and we will make every effort to make it right, whether by remedy, replacement, or credit.

It is the responsibility of the customer to communicate any allergies, dietary restrictions, personal preferences, or event-specific requirements at the time of booking. MaNae's Cuisine is not liable for dissatisfaction resulting from failure to provide this information.

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## **5. Allergy Disclosure & Customer Responsibility**

The customer assumes full responsibility for providing MaNae's Cuisine with all pertinent information regarding food allergies, religious or dietary restrictions, ingredient preferences, and other special considerations. This includes, but is not limited to:

- Food sensitivities and allergies
- Avoidance of specific ingredients or preparation methods
- Cultural or religious dietary practices

Failure to disclose these requirements in writing prior to food preparation releases MaNae's Cuisine from liability for allergic reactions or dissatisfaction.

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## **6. Limitation of Liability**

MaNae's Cuisine shall not be held liable for any damages, illness, loss, or inconvenience resulting from:

- Consumption of food after delivery or outside recommended temperature holding zones
- Customer's failure to disclose allergies or dietary needs
- Acts of nature or unforeseen circumstances impacting delivery, setup, or execution of services
- Third-party interference, delays, or actions impacting food service experience

By engaging our services, you agree to indemnify and hold harmless MaNae's Cuisine, its owners, staff, and affiliates from any and all claims arising from the provision of food or service, including but not limited to delivery mishaps, food temperature issues, or allergen exposure.

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## 7. Delivery Areas

MaNae's Cuisine serves the greater Dallas area. Delivery zones are based on availability and may include additional charges outside standard areas. All deliveries must be confirmed in writing 48 hours in advance. Parking access, gate codes, and elevator availability must be disclosed when applicable.

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## 8. Force Majeure

MaNae's Cuisine shall not be responsible for delays or non-performance due to acts of God, weather, pandemics, transportation failures, utility outages, or any situation reasonably beyond our control.

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## 9. Governing Law

These Terms shall be governed by and interpreted under the laws of the State of Texas, without regard to its conflict of law provisions.

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## 10. Updates to Terms

We reserve the right to update or modify these Terms of Service at any time. Continued use of our services implies acceptance of any changes.

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## Contact Us

For questions or clarifications, contact us at:

**Email:** [Manaecuisine@aol.com](mailto:Manaecuisine@aol.com)

**Instagram:** [https://www.instagram.com/manaes\\_cuisine/?hl=en](https://www.instagram.com/manaes_cuisine/?hl=en)

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*This document is for informational purposes only and does not constitute a legal guarantee. Clients are encouraged to seek legal counsel for specific legal needs.*

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# MaNae's Cuisine — Privacy Policy

**Effective Date:** July 1, 2025

At MaNae's Cuisine, we value your trust. This Privacy Policy outlines how we collect, use, protect, and share your personal information when you engage with our services, website, or communication channels.

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## 1. Information We Collect

We may collect the following types of personal data:

- Name, phone number, email, and delivery address
  - Allergy and dietary information
  - Payment and billing details (only processed through secure third-party platforms)
  - Preferences or notes shared during booking or consultation
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## 2. How We Use Your Information

Your information is used to:

- Process orders and deliver meals
  - Respond to inquiries or provide customer support
  - Communicate special promotions, updates, or changes in service
  - Customize services to meet dietary, cultural, or event-specific needs
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## 3. Sharing Your Information

We do not sell or rent your information. We may share data with:

- Third-party payment processors
- Delivery services
- Service providers helping us fulfill orders or operate our business

All shared data is limited to what's necessary for fulfillment.

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## **4. Data Security**

We take precautions to protect your personal data, including secure platforms and limited access. However, no system is 100% secure, and we cannot guarantee complete protection.

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## **5. Your Responsibilities**

It is your responsibility to:

- Provide accurate allergy and dietary information
  - Notify us of any changes or new restrictions
  - Keep your contact information up to date
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## **6. Data Retention**

We keep your data only as long as necessary to fulfill your order and comply with legal obligations. Allergy and dietary notes are deleted after service completion unless otherwise required.

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## **7. Your Rights**

You may:

- Request access to the data we hold about you

- Request corrections or deletions
- Opt out of marketing emails at any time

To make a request, contact us using the information below.

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## 8. Updates to This Policy

We may revise this Privacy Policy at any time. Updates will be posted on our website with the effective date.

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## Contact Us

If you have any questions about this Privacy Policy or your data, please contact us at:

**Email:** Manaecuisine@aol.com

**Instagram:** [https://www.instagram.com/manaes\\_cuisine/?hl=en](https://www.instagram.com/manaes_cuisine/?hl=en)

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