BiteUnite Terms of Use for Customers

Version Date: Jan 2026

1. Acceptance of Terms

By booking or attending a BiteUnite experience, you agree to these Terms.

If you don't agree, please don't use our services.

2. About BiteUnite

BiteUnite creates cooking classes, team building events, and private culinary experiences at:

- Our BiteUnite locations
- Client venues (off-site events)
- Partner venues

We operate across multiple cities, including:
New York City, San Francisco, Los Angeles, Chicago, Boston, Seattle, Miami, and Hong Kong.

Our experiences include:

- Hands-on cooking classes
- Corporate team building
- Private celebrations
- Kids camps and workshops
- Custom events

Depending on your booking, we may provide chefs, instructors, staff, equipment, and/or the venue.

3. How Our Services Work

For events at our locations, BiteUnite operates and runs the full experience.
For off-site or private events, we coordinate and deliver the experience at your venue.

We sometimes work with independent chefs or vendors.

We do our best to create a great experience, but we can't guarantee:

- Personal taste preferences
- Skill outcomes
- Individual satisfaction

4. Team & Private Event Responsibilities

For corporate or private group bookings, the Client is responsible for:

- Sharing all event details with participants (time, location, dress code, etc.)
- Making sure guests:
    - Follow safety guidelines
    - Arrive on time
    - Sign required waivers

For off-site events, the Client must ensure:

- The venue is safe and suitable
- There is proper space, ventilation, and utilities
- Any required permits are handled

If guests arrive late or don't follow instructions, the event may be shortened or adjusted without refund.

Clients are responsible for any damage to BiteUnite equipment caused by participants (beyond normal use).

We may adjust the format of the event if needed for safety or logistics.

5. Health, Safety & Food

By joining a BiteUnite event, you understand that:

- Cooking involves real risks (knives, heat, equipment, etc.)
- Food may contain common allergens (nuts, dairy, gluten, seafood, soy, eggs, etc.)

You are responsible for telling us about any allergies or dietary needs in advance.

Waiver

All participants must sign a **Health & Liability Waiver** before joining.
For private or off-site events, the Client must ensure all participants complete this.

If you don't sign the waiver or don't share relevant health info, you may not be allowed to participate (no refund).

BiteUnite is not responsible for:

- Allergic reactions
- Injuries during participation
- Food-related issues outside our control

NYC waiver , SF waiver, LA waiver , HK waiver

6. Bookings & Payments

- Full payment is required unless agreed otherwise
- Pricing may vary based on location, group size, and customization
- Payments are processed through third-party providers

We may:

- Update pricing

- Decline or cancel bookings
- Adjust event details if needed

7. Cancellation & Rescheduling

Customer Changes

- Reschedule & Cancellations made **at least 7 days before the scheduled event** are eligible for a **full refund**

If BiteUnite Cancels

We may cancel due to:

- Low participation
- Safety concerns
- Venue or staffing issues

You'll receive either:

- A rescheduled date, or
- A full refund

8. Off-Site Events

For events at your venue:

- You are responsible for making sure the space is safe and functional
- We are not responsible for venue-related issues or limitations outside our control

9. Participant Conduct

Please:

- Follow safety instructions
- Be respectful to staff and others
- Avoid unsafe or disruptive behavior

We may remove anyone acting inappropriately — no refund.

10. Age Requirements

- Guests under 18 must be supervised unless it's a designated kids program
- Parents/guardians are responsible for minors

11. Photos & Media

We may take photos or videos during events for guests to enjoy and for BiteUnite's marketing use.

If you prefer not to be included, please let us know at the beginning of the event, and we'll do our best to accommodate.

12. Intellectual Property

All BiteUnite content (recipes, materials, branding, etc.) belongs to us.

Please don't copy, reuse, or sell it without permission.

13. Third-Party Services

We may work with external vendors (venues, chefs, payment providers).

We're not responsible for their actions or policies.

14. Disclaimer

All experiences are provided "as is."

While we aim to deliver the experience as described, some elements may vary. We do not guarantee:

- Specific instructors or menus (menus may change based on seasonal or available ingredients)
- Exact replication of advertised dishes or experiences

15. Limitation of Liability

To the extent allowed by law:

BiteUnite is not liable for:

- Indirect or unexpected damages
- Loss of enjoyment, profit, or opportunity

Our total liability is limited to what you paid for the event.

16. Indemnification

You agree to cover BiteUnite for any claims arising from:

- Your participation
- Breaking these Terms
- Misconduct during events

17. Governing Law & Disputes

These Terms are governed by:

- **California law** for events in California (San Francisco, Los Angeles)
- **New York law** for events in New York (New York City)
- **Illinois law** for events in Chicago
- **Massachusetts law** for events in Boston
- **Washington law** for events in Seattle
- **Florida law** for events in Miami
- Local laws for events outside the United States (including Hong Kong)

Disputes will be resolved by arbitration in:

- San Francisco, California (CA events)
- New York, New York (NY events)

- Chicago, Illinois (IL events)
- Boston, Massachusetts (MA events)
- Seattle, Washington (WA events)
- Miami, Florida (FL events)
- Or another location as required by local law

18. Updates

We may update these Terms from time to time.
Continuing to use our services means you accept the updates.

19. Contact

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