

TL;DR: What You Need to Know

- **Review & approve your weekly menu before the deadline. No response means it's auto-approved.**
- **You pay upfront for the whole period; subscription renews unless you cancel at least a week before renewal.**
- **You can freeze your plan anytime for any number of days; do it before the new week's menu is finalized.**
- **Delivery fees are separate; update your address at least 24 hours in advance if needed.**
- **Return all containers and bags, no need to wash them.**
- **Tell us about any allergies and ingredients to avoid. Also keep your meals refrigerated.**

Terms & Conditions

Last updated: 28 October 2025

1. Company Information

These Terms & Conditions ("Terms") govern the provision of meal delivery services ("Service") by **Chef Pecan Restaurant L.L.C.** ("CP," "Company," "we," "us," or "our"), a company operating in Dubai and throughout the United Arab Emirates ("UAE").

Only individuals who have the legal capacity to enter into binding contracts may become clients of the Company. If you are a minor under applicable law, you may not become a client or place orders with the Company.

By placing an order, registering an account, or otherwise using our website and/or Service, you agree to be bound by these Terms. If you do not accept these Terms, you may not use our Service.

2. Service Description

The Company provides meal delivery services consisting of fully customizable, high-end, ready-to-eat meal plans. The standard offering comprises a subscription covering the period from Monday to Friday of each week, with the option to include weekends at the client's request. Each subscription includes a variable number of dishes per day (typically 4–5, including breakfast, lunch, dinner, and, where applicable, snacks), which collectively fall within an agreed calorie range. The number and specific composition of meals may vary depending on client preferences and dietary requirements.

Menus are developed and updated on a weekly basis, with consideration given to the client's stated preferences, dietary restrictions, and any other relevant requirements communicated to the Company.

3. Account Registration & Communication

To access and use the Service, clients must provide accurate and current personal, contact, and delivery information as requested by the Company. The Company may communicate with clients via phone, SMS, WhatsApp, Telegram, email, or other means as reasonably required for the provision of services, support, and notifications. Clients are responsible for ensuring that all provided information, including delivery addresses, remains accurate and up to date throughout the term of service.

4. Menu Approval & Changes

Each week, the Company shall provide the client with a draft menu message for the upcoming service period, generally between Thursday and Friday of the preceding week. The client is required to review, approve, or propose amendments to the draft menu prior to the cut-off time specified in the draft menu message. Following the cut-off, the Company cannot guarantee that any subsequent requests for alterations or additions will be accommodated. If the client does not respond by the cut-off, the menu will be deemed accepted as presented.

5. Delivery Policy

- Delivery fees are charged separately and may vary depending on delivery frequency, location, and the number of persons covered by the subscription.
- Clients wishing to change their delivery address must notify the Company at least 24 hours in advance. The Company does not guarantee delivery within the agreed time frame if less notice is provided.
- Clients are responsible for ensuring that access is available for delivery couriers at the scheduled delivery time. The Company bears no responsibility for failed deliveries due to denied access or lack of response from the client.
- The Company is not liable for delivery delays of less than two (2) hours.
- For deliveries left at a concierge or on the doorstep at the client's request or due to lack of access, the Company accepts no liability for any deterioration of food quality resulting from delayed retrieval or improper storage.

6. Payment Terms

- Service fees are payable in advance for the entire agreed subscription period.
- The standard period for a monthly subscription is four (4) weeks (28 days).
- Payment is due one (1) week prior to the commencement of the next billing period, either via registered credit card (by automatic or manual charge) or by such other method as may be agreed between the parties.

- Prices and fees are denominated in AED and may be changed at the Company's sole discretion with a minimum of one (1) month's advance notice to active clients.
- By submitting payment details, clients authorize the Company and its payment processors to charge all amounts due in connection with the Service.
- Non-payment may result in suspension of the Service until all outstanding balances are settled.

7. Subscription, Cancellation, and Freezing Policy

- Subscriptions automatically renew unless the client notifies the Company of cancellation at least one (1) week prior to the next billing period, the cut-off coincides with the billing date.
- Cancellation requests received later than this period will apply to the following billing period, and charges for the current period are non-refundable.
- Clients may freeze (pause) their subscription at any time.
- Requests to freeze the upcoming week must be made before the weekly menu is agreed (as per Section 4); shorter notice will be considered at the Company's discretion and is not guaranteed.
- Freezing does not shift the current 28-day cycle. Unused days are calculated pro rata and the corresponding amount is deducted from the invoice of the next billing period.
- If the freeze exceeds one (1) month (28 days), full months of 28 days are shifted entirely, and any additional remaining days (beyond the full-month increments) are credited pro rata in future billing cycles.
- There is no minimum freezing period.

8. Food Storage, Allergies & Safety

- Clients are responsible for informing the Company of all allergies and unwanted ingredients prior to menu approval.
- Food must be kept refrigerated at all times unless otherwise specified in Company instructions.
- The Company is not liable for adverse health effects resulting from undisclosed allergies, unwanted ingredients, or failure to follow food storage and handling instructions.
- Certain dishes may not be suitable for reheating; clients are responsible for using reasonable judgment when reheating or consuming meals. The Company accepts no liability for issues arising from improper storage, reheating, or handling after delivery.

9. Packaging, Containers & Return Policy

- Meals may be delivered in reusable glass containers and Company delivery bags, which remain the property of the Company.
- Clients must return all containers and bags to the Company's couriers at no additional charge.

- The Company reserves the right to charge up to 25 AED per missing container and up to 250 AED per missing delivery bag not returned. Clients are not required to wash containers prior to return.

10. Data Protection & Privacy

- Client data is handled in accordance with applicable UAE data protection laws.
- Personal data is not sold or otherwise transferred to third parties, except as necessary for service provision or payment processing.
- The Company may use anonymized data to improve or develop the Service.
- The Company utilizes reputable artificial intelligence and third-party technology providers for service improvement and personalization; personal data may be processed for such purposes, but is not shared in a non-anonymized form.

11. Liability & Disclaimers

- The Company is not responsible for delays or failures in performance caused by circumstances beyond its reasonable control, including but not limited to force majeure events.
- The Company's liability for any claim arising from or related to the Service is limited to the amount paid by the client for the relevant billing period.
- No provision of these Terms excludes liability where such exclusion is not permitted under applicable law.

12. Service Availability & Support

- Standard support is provided between 10:00 and 20:00 Dubai time, Sunday through Friday.
- Outside these hours, support is provided on a best-effort basis, except in cases of delayed or missing delivery that falls outside the expected time window.

13. Amendments

- The Company may amend these Terms at any time. Updated Terms will be published on the Company website and/or communicated to clients. Continued use of the Service following such notice constitutes acceptance of the updated Terms.

14. Governing Law & Jurisdiction

- These Terms are governed by and construed in accordance with the laws of the United Arab Emirates and the Emirate of Dubai.
- Any dispute arising from or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of Dubai.

15. Acceptance of Terms

- By placing an order, registering an account, or continuing to use the Service, the client confirms acceptance of these Terms & Conditions.