FAQs – Online Home Cooking Classes (Live or Pre-Recorded)

Are there age requirements?
All participants should be 16 or over unless it's a Child & Parent session, in which case children can join with a responsible adult. Children under 7 must be supervised by an adult at all times.

What do I need to join the class?
You'll need a device (computer/tablet/phone) with a stable internet connection and access to the online platform we use (Zoom or the link provided). There's no need to bring anything to us. You prepare your own ingredients and equipment at home. We don't supply physical items for at-home classes.

What should we wear and have ready at home?
Wear comfortable clothes that you don't mind cooking in. Tie long hair back for hygiene. Prepare any ingredients or equipment listed in your joining instructions. Everything required is outlined before class, so you're ready to cook at home.

How can I contact the organiser with questions?
Email info@greenwichpantry.com or call 0203 092 7238 / 07943 561 351 if you have questions about your booking or joining instructions.

I have a food allergy/special or religious diet — can I attend?
We do our best to accommodate, although not all classes may be suitable for every dietary restriction. Some classes are specifically designed for certain diets, or you can book a bespoke session for more specific needs.

Can children participate?
Yes! Many classes are designed for family participation. Children should always be supervised by an adult during cooking activities.

Do I need to download or print anything?
No printed tickets are required. You'll receive joining instructions via email, including links to download the recipes. Pre-recorded classes will be accessible via a secure link.

How do I access my class?
You'll receive joining instructions via email before the class, including links to the online session. No printed ticket is required, just access via your device.

Is my registration/ticket transferable?
Yes, please contact us with the details of the person attending in your place. Conditions may apply.

Can I update my registration information?
Yes, please email info@greenwichpantry.com if you need to change attendee details or contact information.

What is the refund policy?
Tickets are non-refundable in most cases unless we cancel the class. We do, however, allow ticket transfers or credits as described above if you cancel in advance (typically ahead of the class cut-off time; check your email confirmation for that deadline).

Food sourcing policy:
We promote sustainability and recommend local shopping for ingredients needed at home.

Each class will include information on what to prepare before it starts.

Health & Safety at Home:
Follow the guidance given in your joining instructions. Keep children supervised, tie back long hair, and take care with knives or hot surfaces.

Payment:
Full payment is taken at booking. If you've agreed on a payment plan (e.g. partial payment), the balance will be due before the class. Tickets are non-refundable, but transfers or credit may be offered subject to the policy above.