



FAQs

Are there ID requirements or an age limit to enter the event?

All attendees must be aged between 8 and 13 years old.

What are my transport/parking options for getting to the event?

Paid Parking is available in nearby streets. The nearest station is Lewisham, served by National Rail and DLR. A member of our team will be present at the main gate to meet and greet before start times.

What should my child wear and bring with them?

Please make sure your child wears comfortable clothes and shoes as there may be a lot of standing in your session. The room can get quite hot, so please bear this in mind. For food hygiene reasons, please tie long hair back. We provide aprons, although you may bring your own if you're more comfortable with that. Equipment is provided. We are committed to environmental sustainability. Please bring your own containers to take your food home, where possible. More information is provided in your pre-class instructions.

What happens if my child displays challenging behaviour?

We aim to create a safe, positive and enjoyable environment for everyone. While incidents are rare, if a child's behaviour significantly disrupts the session or compromises safety, we reserve the right to end their participation. In these circumstances, refunds cannot be issued.

How can I contact the organiser with any questions?

Please contact our booking team by email at info@greenwichpantry.com or call [0203 092 7238](tel:02030927238) or [07943 561 351](tel:07943561351).

My child has a food allergy/special diet/religious diet. Can they attend this course?

We will try our best! However, we may not be able to accommodate food allergies and special dietary requirements in some cases. We have designed some classes for special diets; alternatively, you are welcome to book a bespoke session if your needs are very specific. We are **NOT** a nut-free cooking school, and ingredients for some classes may contain sesame seeds. You are advised to contact us for further details before attending your class.

Can you accommodate wheelchairs?

Yes. However, wheelchair spaces are limited and allocated on a first-come, first-served basis.

What is your food sourcing policy?

Sustainability is at the heart of our business. We collaborate with producers who value good food. By buying locally where possible, we reduce food miles and support local businesses.

Is my registration/ticket transferable?

Yes, they are. However, the purchaser needs to contact our team to let us know who will be receiving the ticket. Conditions may apply.

Can I update my registration information?

Yes, in most cases, but if in doubt, please email info@greenwichpantry.com

Do I have to bring my printed ticket to the event?

No. Proof of ticket purchase via an app or mobile phone receipt is acceptable.

What is the refund policy?



Tickets are strictly non-refundable but transferable as gifts to other people. You may use your ticket to attend another Greenwich Pantry event or another event within 6 months of purchase, provided you cancel your class 7 days before the class date. Conditions may apply. All rights reserved.

Dropping off and collecting my child

All children must be dropped off and collected by a responsible adult. We ask that you provide the name of the person authorised to collect your child in advance. Children will only be released to the named adult.

Please note that late collections will incur a charge of £30 per hour, or part thereof, to cover additional staffing and supervision.

What is your safeguarding policy?

Please refer to the attached Safeguarding Policy document during your booking process.

ADDITIONAL INFORMATION

We take photographs throughout the classes for promotional use. Please inform a member of the tea if you would prefer not to be in any photographs.

FOR PRIVATE CLASSES ONLY

TERMS: By booking on any of our courses, you agree to abide by our terms and conditions.

WHAT'S INCLUDED:

Ingredients, utensils, knives, equipment and aprons (our own) are provided for all classes. Your cooked meals are included in the course cost. Suitable takeaway containers will be provided in the package.

We reserve the right to amend workshop content and recipes without notice unless bespoke arrangements have been made.

WHAT'S NOT INCLUDED:

Prices do not include special gifts and entertainment unless offered as part of a package. If a non-Greenwich Pantry venue is requested for the class, a charge will be included in the package.

Attendance requirements: We welcome everyone to our classes; however, when children are attending, they must be at least 7 years old for classes. Under 7s must be accompanied by a responsible adult.

An additional payment will be requested for adults attending with a child (£30.00) for a birthday cooking class.

SKILL LEVELS:

If you are unsure if skill levels are suited to the course, please phone us so we can help ascertain this before the class. **We rely on adults and parents to provide necessary information about children's allergies and food intolerances and cannot be held liable if your child reacts to food made in the session.** Please call us on [07943561351](tel:07943561351) if you require further assistance.



HEALTH AND SAFETY:

All participants should adhere to the health and safety brief given by the Host prior to the start of the class. We recommend wearing sensible clothing, i.e., not your best outfit. We are not liable for any damage to clothing. Long hair must be tied back in the kitchen.

Please inform us in advance of any allergies, disabilities, diabetes, epilepsy, learning difficulties, etc.

Special dietary requirements, food allergies & illness: we are unable to tailor our course content for special dietary requirements unless you are booking a minimum of 12 places. However, we will be happy to discuss recipes beforehand to allow you to make your own decision if necessary.

All special dietary requests should be sent to lara@greenwichpantry.com

PAYMENT: Payments should be made in full at the time of booking for all Cookery Courses and Sessions and for any agreed extras where appropriate. We can take 50% of your payment at booking and a further 50% 14 days before the class - applies to birthday class events. We don't offer refunds, but all bookings can be rescheduled within 6 months without restrictions, but subject to availability.

Payment should be sent to our bank:

SANTANDER: ACC: xxxx3275 **SORT CODE:** 090127 **REF:** CLASS

We look forward to seeing you!