

## Frequently asked questions

*Can I cancel my order and get a full refund?*

You will receive a full refund if you cancel by 9pm on the Wednesday prior to the pickup date.

*Why can't the box be delivered?*

Due to the fragility of the contents our dinner boxes are available for collection only.

*I have a dietary requirement, can this be catered for?*

We can do a vegetarian option, but unfortunately this is all we offer. We have separated as many of the components for the meal as possible, and any allergies for all these individual components can be found on our Allergy information Sheet. For example, if you cannot eat nuts, then you can choose not to use them on your dish. Please bear in mind that we cannot guarantee that any traces of food allergens are present.

*Is there an apron included in the box free of charge?*

Yes, we include one apron per box of 2 or 3 people. If you would like to have an extra apron this can be added.

*What is the caviar?*

The caviar is an optional extra and costs £40. This includes a 20g tin of Royal Oscietra caviar, two small mother of pearl serving spoons and a re-usable chill pack to make sure that the caviar stays cool during transit. Royal Oscietra Caviar from the Russian sturgeon (*acipenser gueldenstadtii*) is renowned for its excellent egg quality, slightly nutty flavour with a mellow length that lingers beautifully on the palate. Colours may range from dark grey and dark olive green to golden brown tones. It is Malossol which literally means 'lightly salted', the salt content being less than 4%.

*What should I do with the packaging?*

We have designed this box so that all of the contents are either plant based, recyclable or re-usable. The caviar spoons, chill packs, piping bags and ramekins can all be easily re-used. The vegware plant based plastic tubs can be re-used or go into food waste as they are commercially compostable.

*What equipment will I need?*

You will not need any specialist equipment, but an electric hand whisk or mixer, a palette knife, some scissors and a spatula are important. Some tweezers are useful, but not necessary. You will need an oven to warm/cook the food and also an area to warm your plates for the main course and soup starter.

*What crockery would you recommend?*

Plating food up on plain white or lighter coloured plates will show the food at its best.

*How much cooking is involved and is it difficult?*

We expect the preparation phase to take 30-40 minutes so that during your meal there should be a minimal amount to do. We hope that the cooking experience side of preparing your meal will give you a rare opportunity to finish and serve food of this standard. We have put a lot of thought into trying to balance the enjoyment of preparation, the simplicity of your involvement and the quality of the end result. It is not difficult, especially with some understanding or passion for food. The video tutorial and the written instructions with photographs of the finished dishes should give you a very good idea of some of the techniques and a step by step guide to follow. Please use both of these during your experience to help you.

*When do I need to eat the contents?*

We recommend that the meal is prepared on the same day as you collect it.

*Do I need to keep the box refrigerated?*

We recommend that you keep the box or the components inside refrigerated, or in a similarly cool place, until you begin cooking.