

The Gousto logo consists of the word "gousto" in a white, lowercase, sans-serif font, centered within a solid red square.

# FLAVOURLUST

## FAQ's

### ***Where does Flavourlust take place?***

You can find Flavourlust at Hoxton Arches, Arch 402 Cremer Street, London, E2 8HD

### ***What are the nearest stations?***

There are a number of handy stations just a stone's throw away, including:

- Hoxton Overground is just next door, 0.02 mile
- Shoreditch High Street is 0.6 mile
- Old Street is 0.8 mile
- Liverpool Street is 1 mile

### ***What are the nearest bus stops?***

The nearest bus stops are:

- Hoxton Stop via Hackney Road - 26, 48, 55
- Hoxton Station / Geffrye Museum via Kingsland Road - 149, 242, 243

### ***Is there car parking available?***

No, there is no car park available at Hoxton Arches.

### ***Is the venue accessible?***

Yes, Hoxton Arches and toilet facilities are wheelchair accessible.

### ***Do I need a ticket to attend?***

Yes, all attendees need to purchase a ticket in advance and present their ticket on arrival to gain access.

### ***I can't find tickets available?***

If tickets aren't available, look out for further releases which will be advertised on Gousto's social media channels. You can also try some of Gousto's Flavourlust recipes at home as part of the Street Food range, via <https://www.gousto.co.uk/>.

### ***What time do I need to arrive on the day of the event?***

Your arrival time will be on your ticket - please arrive at least 10 minutes prior to your entry time.

### ***What happens if I am late?***

Places for each Flavourlust session are limited, therefore if you arrive after your allotted time you will not be able to enter the experience.

### ***How long does the Flavourlust experience last?***

Your Flavourlust experience will last approximately 70 minutes.

***If I am unable to attend, can I request a refund?***

Yes, you are able to request a refund through Eventbrite up to 24 hours before your session.

Your ticket price of £15 will be refunded, your booking fee will be retained by Eventbrite under their terms and conditions.

***Are there toilets available?***

Yes, toilets are available and are wheelchair accessible.

***Can children attend?***

Children aged 12 and over are welcome to attend.

***When will the Flavourlust recipes be available to order?***

Gousto's Flavourlust recipes, as part of the Street Food range, will be available over the coming weeks via the menu - <https://www.gousto.co.uk/>.

***What about dietary requirements and allergies?***

The Flavourlust experience will not be an allergen free zone and so if you, or anyone in your party has any allergies please let us know at least 48hrs in advance by emailing [flavourlust@gousto.co.uk](mailto:flavourlust@gousto.co.uk). All Flavourlust event dishes will have a vegan alternative and all dishes served at Flavourlust are gluten free. Please also note that Gousto's Flavourlust is in a hired venue, which while it has been deep cleaned is not an allergen free environment. We cannot guarantee against cross contamination of trace allergens in food.

***Is there a cloakroom or bag store?***

No, unfortunately there is no cloakroom or bag storage facilities available.

***Will I need to wear a face covering?***

Face coverings are not mandatory, however we encourage all attendees to wear face coverings whilst moving between the spaces.

***Will my temperature be checked before admission?***

Yes, all attendees will have their temperature checked on arrival.

***Is hand sanitiser provided?***

Yes, hand sanitiser will be available throughout the experience.

***Will there be Covid-19 procedures in place?***

Yes, whilst not mandatory, we have adopted Covid-19 safeguards and measures across all elements of the Flavourlust event. This includes temperature checks upon arrival, hand sanitiser stations throughout and social distancing measures where possible, as well as regular testing of all performers and staff on site. We kindly ask all attendees to follow these guidelines so that everyone can confidently and safely enjoy the event.

***Do I need proof of a negative COVID test to attend?***

No, we won't be requesting proof of a negative test, but we strongly encourage all attendees to take a lateral flow test before attending to ensure we can protect other guests.

***What happens if I have symptoms associated with COVID-19?***

If you or anyone you are attending Flavourlust with has symptoms associated with COVID-19, has tested positively for COVID-19 in the 10 days leading up to the event or have been advised to self isolate, should not attend Flavourlust.

***If I am unable to attend due to COVID-19, can I request a refund?***

Yes, if you are not able to attend due to COVID-19, please request a refund through Eventbrite or contact us at [flavourlust@gousto.co.uk](mailto:flavourlust@gousto.co.uk)

Your ticket price of £15 will be refunded, your booking fee will be retained by Eventbrite under their terms and conditions.

***Will there be alcohol served?***

Alcoholic drinks will be served throughout the Flavourlust experience, with a challenge 25 check taking place on arrival. For anyone under 18 or those preferring to opt for non-alcoholic drinks, there will be alternative options provided to enjoy.