

FREQUENTLY ASKED QUESTIONS

If you have a question that's not covered here, don't hesitate to get in touch with us at mrsportlyskitchen@gmail.com

HOW BIG ARE YOUR CLASS SIZES?

Class sizes are limited to six people, so you'll get plenty of one-to-one tuition.

WHAT ABOUT SKILLS LEVELS? WILL I BE OUT OF MY DEPTH AS A BEGINNER?

If you aren't very confident in the kitchen, rest assured you'll get plenty of friendly, expert tuition. The bulk of our courses are hands-on because we think you learn better by making something yourself than by watching a demonstration, but every step is carefully explained and/or demonstrated and someone will be on hand throughout the day to answer any questions.

WHAT IF I'M ALREADY A GOOD COOK? WILL THE COURSES BE TOO BASIC?

More experienced cooks often find they benefit from brushing up their skills and perhaps discovering tips and techniques they're not familiar with. There's always something new to learn in any kitchen.

WHAT IS THE MINIMUM AGE FOR TAKING A COURSE?

We welcome people aged from 16 upwards but anyone under 18 needs to be accompanied by a paying adult.

I'M COELIAC/VEGETARIAN/VEGAN/LACTOSE INTOLERANT/HAVE A SEVERE FOOD ALLERGY ETC, CAN I COME ON YOUR COURSE?

Our kitchen is in constant use for many different forms of cookery and we cannot guarantee an allergen-free environment. It is important that you contact us to discuss your requirements before booking a course. If you have an allergy or intolerance and decide to book, we would recommend that you bring any medication along on the day as a safety precaution. While we will always try to accommodate students with allergies and with different food preferences, and will substitute ingredients if practicable, this is not always possible and we do not guarantee that a course can be modified. Approval will be granted on an individual basis. Please refer to our allergens and dietary restrictions information and our terms and conditions for more information.

I HAVE A PACEMAKER OR ELECTRICAL IMPLANT, CAN I ATTEND A CLASS?

We use induction hobs, which employ electromagnetic technology that can interfere with pacemakers or electrical implants such as insulin pumps. You should check with the manufacturer of your device and advise us accordingly before making any booking.

CAN I TAKE HOME WHAT I MAKE?

Yes, absolutely. You'll take away what you make to enjoy at home. The only exception to this is that on some courses you will prepare your own lunch to enjoy at the school. There will still be something to take home to show off to family and friends though.

WILL LUNCH BE PROVIDED?

Yes, lunch is provided. You will also enjoy a welcome drink and snack when you arrive and a cuppa before you leave. Drinking water is provided throughout the day.

WILL I GET THE RECIPES?

Yes, you'll be provided with copies of all the recipes you've made.

WHAT DO I NEED TO BRING/WHAT SHOULD I WEAR?

All course materials, including aprons, are provided. The only thing you may need to bring is something to contain/carry home everything you make - check the course details for info. Please make sure you're wearing non-slip, closed-toe shoes and comfortable clothes, and if you have long hair, bring something to tie it back.

WHEN DO YOUR COURSES RUN?

They are full-day classes, usually running between 10am-4pm, on weekdays. Please check the specific course info for details. There are no evening or weekend classes.

CAN I PARK MY CAR?

Yes, there's free parking at the school. Please park thoughtfully to allow space for other guests.

I HAVE PURCHASED A GIFT VOUCHER FOR A FRIEND, CAN THEY CHOOSE WHAT COURSE THEY WANT TO DO?

Yes, of course. All of our vouchers have a 12 month expiry from date of purchase so there will be plenty of courses for them to choose from.

I HAVE BEEN GIVEN A GIFT VOUCHER , CAN I USE IT TO BOOK ONLINE?

Unfortunately not. To redeem a voucher just call us on 07710 430891 and we will sort out your booking for you. It helps if you've looked online first to see which course you'd like to attend, but if you don't have access to a computer we can talk you through the options.

I WANTED TO ATTEND A SPECIFIC COURSE BUT IT WAS FULLY BOOKED. WHAT SHOULD I DO?

Email us at mrsportlyskitchen@gmail.com and we either can put you on a waiting list in case there are any cancellations (please be aware you might need to attend at short notice) or we can notify you in advance of the next course date.

I WANT TO CANCEL AN ONLINE BOOKING, CAN I HAVE MY MONEY BACK?

We regret that we can only offer refunds if we can fill your place. You are welcome to send a friend in your place. Please refer to our terms and conditions.

I WANT TO CANCEL A VOUCHER BOOKING, CAN I HAVE THE MONEY BACK? There are no refunds on vouchers and they cannot be exchanged for cash, but you can send a friend in your place. Please refer to our terms and conditions.

AM I GOING TO BE THE ONLY PERSON THERE ON MY OWN?

Not at all, lots of our guests come on their own and you'll find Mrs Portly's Kitchen is a very friendly and relaxed environment.

CAN I BLOCK BOOK AN ENTIRE CLASS FOR ME AND MY 5 FRIENDS?

Yes, you can, and it's a fun thing to do if (for example) you are looking for a daytime hen party event but bear in mind classes are booked on a first-come, first-served basis so you might have to be quick off the mark!

CAN I TAKE PHOTOGRAPHS DURING THE COURSE?

Yes, we love to see your photos and encourage you to share them on social media, so don't forget to tag us! Please be aware, though, that other people on the course may not want to have their picture taken - ask first. And if you need to make or take a 'phone call during the course, please do it outside where you won't disrupt other people's enjoyment of the day.