

T&Cs

Thank you for booking on to Gaucho Cookery School, please see below for our terms and conditions.

1. Your Voucher:
 - a. Your voucher is valid for 12 months from the purchase date, we host several Cookery school sessions across the year but please book early as they can book up quickly.
 - b. A request for a voucher extension is at the discretion of Gaucho, and the decision made on this is final.
 - c. If you lose your cookery school voucher, please contact Gaucho directly, as we may be able to track your purchase, however this is not guaranteed.
 - i. Gaucho cannot take responsibility for replacing your voucher in this circumstance.
 - d. If the Gaucho Cookery School experience just isn't for you then, we would be happy to exchange your voucher for a Gaucho Dining experience up to the value of the Cookery School voucher.
 - i. This exchanged voucher is available to be redeemed at The O2 restaurant only
2. Booking on to Cookery School:
 - a. If you are booked on to Cookery school and you can no longer attend the session you are booked on to, you are able to reschedule with a minimum of 14 days notice.
 - b. You are able to reschedule your class with 14 days notice a maximum of 2 times, after this, you will forfeit your voucher.
 - c. No shows will still be charged at the full amount of the voucher, therefore you will not be able to reschedule to another date.
 - d. If you have received a Cookery School voucher as a gift then you need to book onto a Cookery school date via the process on the voucher.
 - e. Bookings are subject to our availability and number of spaces available on each session
 - f. Cookery School participants must be over 18 years of age and we reserve the right to ask for proof of age.
 - g. Unfortunately, due to the nature of the experience, we are unable to accommodate spectators or guests without a voucher.
 - h. If you have any dietary requirements, please let us know at the time of booking.
 - i. Certain allergens may require us to adjust our recipes and whilst our expert chefs will work with you to do this, for some recipes it will not be possible and you may be offered an alternative.
3. On the day:
 - a. Cookery School starts at 11am, please arrive at least 5 minutes ahead of the class start time to ensure you get the full experience.
 - i. Late comers will have to wait for a suitable break in the class to join in with the session.
 - ii. Unfortunately, we are unable to extend the length of the experience to accommodate lateness.
4. Cancellation of Cookery School by Gaucho
 - a. We reserve the right to cancel a Cookery School class if we have less than 4 guests booked on.

- b. In this circumstance we will give you 7 days notice of cancellation and you will be able to book onto another available date.
- c. In the event of an act out of our control, causing the restaurant to close, including but not limited to, a fire in the O2 or the premises, a flood in the O2 or premises, a Global Pandemic, an epidemic or an unprecedented security threat, we may need to cancel the class with immediate notice.
 - i. In these circumstances, we will either reschedule the class to another date, book you on to an alternate date, transfer your voucher to another experience or provide you with a refund.