

# FlavourFlix – Frequently Asked Questions

## Questions about the General Platform

### **What is FlavourFlix?**

FlavourFlix is a restaurant-recommendation platform designed to help users discover new dining experiences in Portugal. It offers a restaurant search engine, an analytics dashboard, customized recommendations, and a smart virtual assistant named Filomena.

### **How can I access the FlavourFlix website?**

You can visit FlavourFlix' website through the link: <https://flavourflixx.wixsite.com/flavour-flix>.

### **What does the tagline "Discover. Taste. Repeat." mean?**

This tagline encapsulates the essence of FlavourFlix: exploring new restaurants, enjoying dining experiences, and repeating these delightful encounters.

### **Can I use FlavourFlix without creating a Profile?**

Yes, you can use the basic features of FlavourFlix without a profile. However, creating a profile allows you to enjoy personalized recommendations and a more comprehensive experience. With a profile you are also able to access more features, such as the virtual assistant Filomena.

### **Is FlavourFlix available in all regions?**

FlavourFlix is based in Portugal and is constantly expanding. Please check the app for availability in your area.

## About the Analytics Dashboard

### **How does the analytics dashboard work?**

The dashboard provides insights on local restaurants, including the number of open establishments, prevalent cuisine types, and average pricing, using both general data and your current location.

## About the Restaurant Search Engine

### **How does the restaurant search engine work?**

The search engine allows users to find restaurants based on various criteria like location, cuisine, price range, food elements, with advanced filters for specific needs.

### **Can I search for restaurants by specific foods?**

Yes, you can filter your search based on specific meals, which will be then compared with the restaurant's menus.

## Customized Restaurant Recommendations

### **How do I get customized restaurant recommendations?**

Recommendations are based on your 'Food Personality' determined through a questionnaire. You'll be categorized as a Comfort Food Lover, Conscious Eater, Fine Dining Connoisseur, Low-Cost Foodie, or The Adventurer.

Alternatively, recommendations can also be based through a conversation with Filomena about culinary preferences and/or the information provided in the user's profile.

### **How does FlavourFlix ensure the quality of its recommendations?**

FlavourFlix combines user feedback, expert reviews, and our proprietary algorithms to ensure high-quality, accurate restaurant recommendations.

## **Privacy**

### **How does FlavourFlix handle my live current location?**

The user's live current location is only accessed upon the consent of the user any time they initialize a session within the app. The user has the right to revert this consent any time through the app. The user's current location is only used to provide with better recommendations, facilitate restaurant searching and fine tune the analytics dashboard to a narrower area of interest.

### **How is my data used in FlavourFlix?**

FlavourFlix only uses user's data with the aim of providing better recommendations and classify user's food personality. The data is not shared with any third parties and the user has the right to withdraw this information any time through the app.

## **Payment and Pricing**

### **How does FlavourFlix handle payments for restaurant bookings?**

FlavourFlix functions solely as a recommendation platform, offering suggestions for dining options without handling reservations or payments.

### **Are there any subscription fees or premium features?**

FlavourFlix currently operates without any subscription fees or premium features. Basic access to the platform is free, and as of now, they do not offer a premium subscription model. However, the possibility of introducing premium features, such as advanced analytics, exclusive deals, and personalized dining concierge services, remains open for future consideration and implementation.

## **Community**

### **How can I contribute to ratings on FlavourFlix?**

Users are encouraged to rate their dining experiences, contributing to the community and enhancing personalized recommendations. This can be done by contacting FlavourFlix through the "Contact Us" page in the app, through the website, or directly by email via [flavour.flixx@gmail.com](mailto:flavour.flixx@gmail.com).

## **Partnerships and Business Accounts**

### **How can a restaurant register to be listed on FlavourFlix?**

To register, contact us via email at [flavour.flixx@gmail.com](mailto:flavour.flixx@gmail.com). Our team will assist with the registration process and setting up your restaurant profile.

**How can I suggest a restaurant?**

To suggest a restaurant, contact FlavourFlix through the “Contact Us” page in the app, through the website, or directly by email via [flavour.flixx@gmail.com](mailto:flavour.flixx@gmail.com).

**Technical Support and Feedback****How can I get technical support or report an issue?**

Support is available through email at [flavour.flixx@gmail.com](mailto:flavour.flixx@gmail.com), using the virtual assistant Filomena and through the app page “Contact us” or the website. You may also look at the FAQ page in the website.

**Does FlavourFlix consider user feedback for platform updates?**

User feedback is integral to FlavourFlix's development process, with updates often based on user suggestions. These suggestions can be done through the email [flavour.flixx@gmail.com](mailto:flavour.flixx@gmail.com), app page or website.