



## Allergen Statement and dietary requirements:

Our venues prepare all dishes in the same kitchen. Whilst preparing dishes for a particular dietary requirement we will always make every endeavour to avoid any cross contamination, however it is important to note this cannot be guaranteed.

By nature of being cooked fresh from daily delivered ingredients our buffets can change regularly. To ensure we provide you with the most up to date information our chefs create a daily matrix which records the produce delivered and used that day. These documents are then stored for 6 months should we need to refer back to them.

We display signage that requests customers identify their allergen so we can personally discuss what dishes are suitable for their specific dietary requirements. The duty manager will ask the organiser to support with this by identifying anyone in their group with an allergen or dietary requirement.

### Food Labelling:

We are not legally required to provide a label alongside every dish, our experience shows that the process we follow provides the best customer service and provides the most up to date information that we can.

Our food labelling follows the UK food safety guidance from:  
<https://www.food.gov.uk/safety-hygiene/food-allergy-and-intolerance>

Our business menus, being generally buffets, best fall under the category "Eating Out"

### **Eating out:**

*When you [eat out or order a takeaway](#), the restaurant or café must provide you with allergen information in writing. This could be, for example, allergen information on their menu or a prompt explaining how you can obtain this information. This may include advice that you ask a member of staff about the allergen contents of a dish you might want to order.*



### Allergies:

We request event organisers identify any of their attendees with a food allergy to the sales co-ordinator at the final details stage of their booking, stating the allergen and giving the guests name. This will then be discussed again on the day of the event at meet and greet with the duty manager in the venue.

Depending on the severity of the allergy some guests will be able to eat from the buffets and refreshments provided, with the support of the duty manager to identify from our daily allergen matrix which dishes they can have.

**In the case of severe allergies**, a separate dish will be prepared in the kitchen and served in a covered “grab and go” box and labelled specifically for the guest that requires this dish.

We will always try to accommodate an allergen requirement, however in some extreme cases we may propose the best solution is for the guest to bring their own for the day

### Nut Allergies:

As with all other allergies these should be identified in advance and our venue team can work with the guest and the allergen matrix to inform their decision of which dishes to enjoy or avoid.

As an event organiser you may decide that you would like to request a **“nut free menu” for your group**, which would mean some changes to the snacks provided during refreshment breaks to ensure that all options are nut free.

It is important to note that our venues are public spaces, and other guests may have ordered menus or brought in their own items which may contain nuts. During the preparation of food, our kitchen will make best effort to avoid cross-contamination, it should be noted it is not a nut free kitchen. For this reason we cannot guarantee a nut free environment, and this may be of concern to a guest with an airborne allergy.

**As an organiser we request you have your own risk assessment in place for any guest attending that may be at risk of a severe reaction.**

### ***\*Urgent Allergy Advice: Mustard Ingredients Contaminated with Peanuts FSA – September 2024\****

*The FSA is advising people who have a peanut allergy to avoid consuming foods that contain or may contain mustard, mustard powder or mustard flour because they may have been contaminated with peanuts*

Please be aware if you have delegates attending your meetings with **ANY food allergies**, it is **imperative that they identify themselves to a member of our team** so we can support their requirements through our daily allergen matrix

## How we provide for the following most common dietary requirements:

### Gluten free:

There is always a gluten free option available from our **Chef's choice buffets for day delegate packages**, also gluten free options are available throughout the day for snacks and refreshment breaks.

For other menu choices, for example dinners, BBQs, special event packages these will be catered for individually if a general gluten free choice is not available

We require that **Coeliacs** are identified as a severe allergy by the organiser or guest so the duty manager can verify dishes available using the allergen matrix, due to the severity of this condition

### Dairy free/Lactose intolerant:

There is always a dairy free option available from our **Chef's choice buffets for day delegate packages**, also dairy free options are available throughout the day for snacks and refreshment breaks and **non-dairy milk** for hot drinks

**Important to note for Lactose intolerant guests**, our vegan dishes "may contain milk" items due to that product coming from a manufacturer that also deals with non-vegan products. We only use vegan items that are **Vegan Society Approved**

For other menu choices, for example dinners, BBQs, special event packages these will be catered for individually if a general dairy free choice is not available

### Vegan:

There is always a vegan option available from our **Chef's choice buffets for day delegate packages**, also vegan options are available throughout the day for snacks and refreshment breaks and **non-dairy milk** for hot drinks

Our vegan dishes may have some "may contain milk" items due to that product coming from a manufacturer that also deals with non-vegan products. We only use vegan items that are **Vegan Society Approved**

For other menu choices, for example dinners, BBQs, special event packages these will be catered for individually if a general vegan choice is not available

### Kosher:

Due to the specialist nature of the preparation of kosher food, we cannot provide this in-house. We use outside suppliers for this and there is a **supplement charge of £65 per person (includes delivery to the venue)**

We need at least **3 days' notice** to arrange and need to know any **dietary requirements or allergens to be catered for**.

The provision from our supplier will include snacks, main meal, kosher milk, cutlery, plates and a cup

### **Halal:**

The vegan dishes we serve are suitable for halal requirements and attracts no supplement charges.

If a meat dish is required, we can source halal from a specialist butcher, this will carry a **supplement of £1.50 per person**. This depending on the number of halal portions required will either be served in an individual grab and go box or served and clearly labelled as halal on the buffet.

If you would like your whole group to be served halal, please discuss at with your sales co-ordinator, a supplement may be charged depending on the number in the group requiring Halal

### **What happens if a guest doesn't like the chef's choice on offer ...**

We will do our very best to accommodate a guest requirement, however we reserve the right to make **a £5 supplement charge per person** depending on what is required.

Some guests will also on the day not want/like anything that is available to them on the buffet, again in these cases we will try to accommodate them as best we can with what produce we have, but again reserve the right to make **a £5 supplement charge per person**.

Our on the day supplement charges are to cover the wastage of food already prepared and the additional cost of preparing a new dish