



Tiverton Golf Club - Allergy Service Process

These steps summarise the process we follow at Tiverton Golf Club for those with a food allergy. Please read the further information below for full details about our approach to allergens.

- We provide an allergen matrix for all our dishes, detailing the 14 main food allergens. This is available in our clubhouse and events office upon making a booking or enquiry.
- We advise that guests with allergies **let us know about the allergy when they book a table**. Where a customer refers to a food allergy in their booking we can then prepare for your visit and ensure your server has the allergy matrix to hand.
- Guests are requested to **advise their server of any allergies before ordering** and to use the allergen matrix from which to choose their food, so that they can make sure it doesn't contain the relevant allergen. Our team cannot advise or make a decision for you or the allergy sufferer.
- We request that guests mention the allergy **each time they make an order even if made with same server. Also on future visits do not assume ingredients as our suppliers and menu item ingredients can change**.
- When we take the guest's order via our electronic ordering system, a marker is put against the dish to warn the kitchen of the customer's allergy and the relevant allergen(s).
- The kitchen will then take all reasonable precautions to avoid cross contamination such as cleaning down surfaces and hand washing prior to preparation.
- We do not declare we are "Free from" including Gluten Free. Whilst we can prepare dishes using gluten free ingredients, nature of our kitchen and exposure to gluten containing ingredients makes this difficult for us to claim this status. On our allergy matrix we declare any ingredient and allergen that is intentionally added to the dish / product.
- **It's important that customers with allergies make sure they mention this to our team**, so that we can ensure the above process is followed. No restaurant or food supplier can offer a 100% guarantee that they will never unknowingly serve an ingredient that is not disclosed; and risks are still possible from cross-contamination or human error, but we invest considerable resources to ensure customers can be confident when they dine with us, and that they have the information to enable them to make the choice whether to dine with us or choose a particular dish. We know that those with food allergies understand that human error can occur, but our focus is to reduce the risk to as low as possible with the process and approach we adopt.

- **If a customer is allergic to an allergen that is not listed on the 14 key allergens tracked on the menu, we cannot follow the same pre-planned approach.** There are risks from allergens contained in bought-in ingredients that are made from several ingredients as they are not required to be labelled either at all (if less than 25% of product) or won't contain any "may contain" labelling as required for the 14 key allergens. We therefore cannot follow the same level of process around menu design, recipes and handling and cooking of non-key allergens which is carefully planned. We therefore strongly recommend a customer with a life-threatening allergy who is severely allergic to ingredients that are not one of the 14 key allergens assesses the risk before dining with us.
- **We are unable to make some modifications or substitutions to our dishes,** so we kindly request that all guests, especially those with allergies, choose dishes as per the menu. Any modifications or substitutions could impact the accuracy of our allergen menu, putting guests with allergies at risk, and could also lead to issues with slower service; stock control; and food not looking or tasting as good as it should.
- **Our menu and recipe planning also provides an additional level of protection** to those with the most common allergies to the highest risk allergens (peanuts, nuts, milk, sesame, fish, crustaceans, and molluscs) and the other seven allergens (cereal containing gluten, soya, sulphites, mustard, celery, lupin, eggs).