

Ridgecrest Christian Education & Convention Centre

Dietary Requirements Service Policy

Ridgecrest Christian Education and Convention Centre offers allergy-friendly menus to support those guests with dietary requirements and food intolerances.

It is our aim that all guests feel well provided for and confident in the arrangements made to satisfy their individual requirements, whether that be a customized menu prepared by our Catering Team or practical support from us to enable a guest to provide their own food during their stay.

We strive to use every effort in our food sourcing, preparation and handling procedures to avoid the introduction of the named allergens into your menu choices. While we take steps to reduce cross contamination and aim to source products that are labelled as allergen free, **we do not have separate allergy-friendly kitchens and are unable to guarantee that a menu item is completely free of allergens (including traces of).**

Prior to Arrival

Three months prior to your arrival date, as part of our booking follow up, your group coordinator will receive our Planning Pack. This Pack includes information on food service, dietary requirements and food allergens and a Dietary requirement form.

Fourteen (14) days prior to your arrival, your coordinator will be asked to confirm the dietary requirements of your group to our bookings team. Advice of dietary requirements within 14 days of arrival may limit the service options available to guests.

Any guest with a typical dietary requirement, as noted in this policy, and advised within the specified timeframe will have their needs met within our usual menu planning.

Any guest with a complex dietary requirement, severe allergy, or anaphylaxis will be required to complete the Dietary Requirements form. This form enables guests to provide details of their specific dietary requirements and is to be returned to their coordinator or to Ridgecrest directly (with a copy to your group coordinator) along with any supporting documentation such as, but not limited to, **a current Anaphylaxis Management Plan**

If necessary, a Ridgecrest Team member will contact each guest (or parent/guardian for guests under 18 years of age) to confirm their needs and menu variations.

Ridgecrest may elect not to offer a catering service where: insufficient notice has been given; incomplete information has been provided; attempts to liaise with a delegate

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regarding their needs have been unsuccessful; or the level of risk cannot be appropriately managed.

On Arrival

On arrival we ask the group coordinator to introduce those guests with dietary requirements to the Ridgecrest host or catering team at, or prior to, the first main meal. As necessary, guests can confirm any procedures and their proposed menu variations.

During our guest briefing, your Ridgecrest host will explain the dining room process and remind guests that **all those with specified dietary requirements must identify themselves as they pass through the servery area**. Please note that your group coordinator may conduct this briefing on our behalf.

During Your Stay

To be sensitive to the privacy of our guests, and their sense of community and belonging, we do not insist on those with dietary needs being singled out to come up to the server separately at mealtimes. However, **to minimize task during service periods, we may request for the group coordinator to arrange priority service for those with severe or anaphylactic requirements**.

During their stay, all guests are encouraged to approach a member of our Catering Team at any time to discuss any aspect of their menu.

DEFINITIONS OF DIETARY REQUIREMENTS & FOOD ALLERGIES

TYPICAL

Guests should advise their dietary requirements to their Group Coordinator. No additional form is typically required

Vegetarian	Does not eat meat, poultry, game, fish, shellfish or by-products of slaughter, but DOES eat dairy products, honey and eggs.
Vegan	Does not eat any meat, poultry, game, fish, shellfish, dairy products, honey and eggs or by-products of slaughter.
No Red Meat	Does not eat red meat or any red meat products. Can eat chicken, pork and fish.
No Pork	Does not eat pork or pork products.
Pescatarian	Does not eat any meat or meat products. Eats only fish
Gluten Free	Does not eat gluten in large quantities and avoids where possible.

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Dairy Free	Does not eat dairy in large quantities and avoids where possible.
Mild Intolerance	Does not eat a named food or food product in large quantities and avoids where possible, for example: egg; dairy/lactose; nuts; tree nuts; sesame; seafood; soy. Please specify the food item (s) you are intolerant to.

COMPLEX / SEVERE ALLERGY / ANAPHYLAXIS

Guests should complete a Dietary Requirements form and return it to their Group Coordinator or directly to Ridgecrest.

Complex	A combination of multiple dietary needs categories (e.g vegetarian, requiring gluten free and dairy free)
Severe Allergy	Does not eat a named food, food product and traces of that food product (e.g. egg, dairy/lactose, nuts, tree nuts, sesame, seafood, soy, gluten). Exposure to this named food causes an allergic reaction. Coeliac is classified as a severe allergy for catering purposes.
Anaphylaxis	Does not eat a named food, food product and traces of that food product (e.g egg, dairy/lactose, nuts, tree nuts, sesame, seafood, soy) Exposure to this named food causes an anaphylactic reaction. An Anaphylaxis Management Plan has been established, and the person identified carries an auto-injection adrenalin 'epi-pen' and possibly other allergy management medication. Current copy must be provided prior to arrival.