

DEFINITIONS OF DIETARY REQUIREMENTS & FOOD ALLERGENS

TYPICAL CATEGORIES

Guests should advise their Dietary Requirements by one category name only.

Gluten Free	Avoids eating any gluten based products.
Dairy Free	Avoids eating any dairy based products
Gluten & Dairy Free	Avoids eating any gluten AND dairy products
Vegetarian	Does not eat any 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 Beef	Does not eat beef or beef based products.
No Pork	Does not eat pork or pork based products.
No Seafood	Does not eat one or more the following: fish, shellfish, fish based products.

If a Dietary Requirement does not fit a specific category above, please refer to the categories and instructions below for Complex | Severe Allergy | Anaphylaxis needs

COMPLEX | SEVERE ALLERGY | ANAPHYLAXIS

Please read the 'Dietary Requirements Service Policy' AND complete a 'Dietary Requirements Form' returning it to your Group Coordinator or directly to Kiah Ridge.

Complex	A combination of multiple dietary needs categories (e.g. vegetarian, requiring gluten free and dairy free) OR does not fit a Typical category.
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-injecting adrenalin 'epi-pen' and possibly other allergy management medication. Current copy must be provided prior to arrival.

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

Whilst 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).**

If you avoid consumption of traces of a specific allergen, to manage risk of exposure we may restrict food service to supplying only main courses (i.e. no snacks/desserts) or advise that you supply all your own meals.

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

Prior to Arrival

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

Fourteen (14) days prior to your arrival, your group coordinator will be expected to confirm the dietary requirements of your group, and other final details, to our Bookings Team. Advice of dietary requirements within 14 days of arrival may limit the service options available to guests and a fee may be charged for late notice that invokes last minute menu modifications.

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 Kiah Ridge 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 Kiah Ridge Team member will contact each guest (or parent/guardian for guests under 18 years of age) to confirm their needs and menu variations.

Please note that for guests under 5 years, complex dietary needs will typically not be catered for with special individual menu variations.

On Arrival & During Your Stay

We request that **prior to any meal service, confirmation of those guests in attendance with dietary requirements be verified** and discussed with the group coordinator. This typically involves meeting each guest identified with a high risk dietary requirement (complex, severe allergy or anaphylaxis), or a guest the food service team has identified as needing additional support.

The process for meal service is explained with the group coordinator. **All guests with dietary requirements need to be identified to Kiah Ridge staff at meal times. For those guests under 18 or still at school, supervision and direction by an adult is required. Except where a guest has a high risk dietary requirement, meals are self-serve.** Young children must be assisted by parents/guardians at meal times regardless of dietary needs.

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.

GUEST DETAILS

Full Name Age

Group Stay Dates

CONTACT DETAILS (Parent/Guardian details for guests under 18 or still at school)

Full Name Relationship

Phone Email

GUEST DIETARY REQUIREMENTS

Description

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Tick and complete ALL those that apply:

- My diet is a COMPLEX combination with NO allergy or anaphylaxis concerns as described above
- I am at risk of a SEVERE ALLERGIC REACTION when:
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- I attach a copy of my ANAPHYLAXIS MANAGEMENT PLAN because I am at risk of an ANAPHYLACTIC REACTION when:
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- My allergy is so severe I cannot tolerate any trace of one or more of the allergens noted above. I understand that Kiah Ridge cannot guarantee a 'trace free' meal service and I need to discuss detailed meal arrangements or supplying my own food.

I agree that I have read and understood the Dietary Requirements Service Policy for Kiah Ridge Christian Conference Centre, made available to me via the Group Coordinator for our booking, and on the Kiah Ridge website.

Name Signature Date

(Parent/Guardian name/signature for guests under 18 or still at school)

FOLLOW-UP | MENU PLANNING NOTES (Kiah Ridge Use)

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- Cater all meals Cater main meals only Assist guest in providing own food