Food Allergies, Intolerances & Preferences

There are an increasing number of people who may have food allergies, intolerances, or coeliac condition, whose reactions may range from mild discomfort to life threatening or fatality. There are also those who may wish to avoid a particular ingredient for other reasons, including religious reasons or personal dietary preferences.

Since we have no way of knowing the reason for each individual dietary request, **please share the attached information with all the people who have requested special dietary requirements, especially those who have stated allergies, so they can determine whether they should provide their own food.**

Here at The Good Food Catering Company we take the safety of its customers most seriously and uphold the highest level of food hygiene and food safety preparation practices to control allergens effectively. We are committed to providing accurate communication for any customers who may have a food allergy, a food intolerance, coeliac condition or who may wish to avoid a particular food for other reasons.

**However, it’s very important for you to understand that whilst we do our utmost to reduce the risk of cross-contamination within our kitchens, we are unfortunately unable to guarantee that any food item we make is 100% free of any specific allergen.**

This is because our kitchen makes a wide range of dishes some of which use ingredients that do contain gluten and other recognised allergens. In accordance with Clause 5 of our Terms & Conditions we do need to advise you that it is your responsibility to ensure your guests and any suppliers we may be catering for are aware that our kitchen uses ingredients that may contain the 14 notifiable allergens listed by the Food Standards Agency – celery (including celeriac and celery seed), cereals containing gluten including wheat, rye, barley and oats, crustaceans, eggs, fish, molluscs, mustard, lupin, milk, tree nuts, peanuts, soya beans, sesame, sulphur dioxide and sulphites.

**Whilst every effort is made to minimise the risk of cross-contamination of ingredients, we are unfortunately unable to provide any free-from claims to guarantee that any dish is suitable for anyone with either an allergy, food intolerance or preference, especially as we regularly work in venue kitchens which are used by other caterers.**

For customers with serious allergies, particularly ground nuts, tree nuts, sesame, fish, shellfish, dairy and gluten allergies and especially those who may have severe reactions such as anaphylaxis even to a trace of an allergen, it is important to recognise there may still be traces of allergens present in our dishes and in that case they should supply their own food. If, for example, anyone has a serious nut allergy there may still be traces of allergens present in the food from airborne contamination and in that case our dishes would not be suitable for them to eat.

Given the increasing and often complex dietary requirements being requested, we reserve the right to charge extra for any alternative or complex meals requested in addition to the chosen menu. To ensure your attendees stay as safe as possible, we further reserve the right to refuse to supply specially requested meals beyond your chosen menu, especially for anyone who has severe allergies.

Should any of your guests like further information regarding allergen information and food labelling, the Food Standards Agency has reissued its advice for food allergic consumers, after working in collaboration with Allergy UK, the Anaphylaxis Campaign, British Dietetic Association, British Retail Consortium, British Nutrition Foundation, Coeliac UK and the Food and Drink Federation. You can find information on line on: [www.food.gov.uk](http://www.food.gov.uk/)

Please do not hesitate to contact us if you would like any further guidance on this.