

Allergies and Food Intolerances



FOR GROUPS STAYING AT ONE OF OUR CENTRES

The safety of customers is our highest priority and this document outlines our approach to 'allergens' within our kitchens and grounds.

If you are an employee who works with food, a member of staff who suffers from an allergy, or a teacher acting in loco parentis, you are required to read this statement and share the information with whomever has requested a meal. Doing so means people with high levels of food allergies or intolerances are able to make choices about the food they eat, based on their individual levels of sensitivity.

Compliance

As a catering establishment, we are required to ensure that the food provided is safe to eat and that information on the allergens contained within the food is available. The information we provide must be accurate, consistent and verifiable.

We operate kitchens where allergens are present at all times and are in constant use. Moreover, due to the lack of control over food distribution sources and other guests that visit our sites, we are not able to state that we operate allergy or nut free sites.

Whilst every effort is made to prevent cross contamination, we cannot guarantee that any food item is 100% free of any specific allergen as we purchase items that are packaged and labelled outside of our control. We are only able to quote the information our suppliers provide.

However, by using known ingredients and packaged goods, combined with strict controls and a restricted menu, we are able to safely serve customers with low risk allergies and food intolerances.

Responsibilities of allergy sufferers and teachers

For all food allergies and intolerances, we ask Party Leaders to fill in the online dietary & medical forms and provide all the necessary information in plenty of time before the deadline. If available, this may include a child's personal allergy action plan and medical certificates. This way, we will be able to prepare for the dietary and medical needs of each group. When the school arrives, a meeting with the Party Leader will go through the list to ensure it is up to date and accurate.

At each mealtime a member of our staff team coordinates the service and serves those with dietary requirements first. It is essential customers with allergies or food intolerances do not help themselves to any food stuffs which have not been served directly to them.

Where a child with an allergy or intolerance is involved, visiting teachers must be available to identify the child at each mealtime and to support them in making the correct decision on which food is suitable to eat.

Customers with serious allergies

For customers with serious allergies, particularly nut, dairy and gluten allergies who may react to a trace of an allergen, it is important to recognise that even with the controls we have in place, there

may still be traces of allergens present in the food, from airborne contamination or from inadequate labelling or handling prior to our intervention. Consequently, it may be necessary to make alternative arrangements for the safe provision of food. In these circumstances, a Risk Assessment will need to be completed.

The risk assessment will outline the reasonable actions we can take to accommodate a customer with a serious allergy. The risk assessment will also require teachers to outline the actions they will take responsibility for, such as the location and administration of Epi-pens and which teacher is responsible for speaking to the catering team to ensure allergen measures have been managed for any specific person.

As one means to manage risk and provided we have plenty of warning, we can accommodate students with severe allergies bringing their own food. We also understand the allergen free items in France may vary from what students are used to in the UK.

Please note, one of our most popular activities is breadmaking and gluten free flour is available for this activity. However, it is up to Party Leaders to decide if pupils with severe allergies are able to take part.

Finally, our centres are in rural settings, surrounded by wild forests, including nut trees and as such, nuts will be present in our grounds.

Food preparation and handler responsibilities

All staff serving customers must be aware of the potential risks to customers' health if they advise them incorrectly. Therefore, these staff will be trained and this training will be logged by the head chef.

If a member of staff is unsure of the answer to a customer question, even after seeking clarification, the responsible teacher must be informed, stating that the information is not clear in relation to their concern and provide them with information to decide for themselves if they wish to make another choice.

Health plans and emergency response

Many severe food allergies require specific medication to ensure effective recovery caused through allergic reactions. Consequently, customers are required to have robust individual health and emergency response plans in place to manage the relevant level of risk. For severe allergies, the risk assessment will help to guide these plans to support medical storage, administration and documentation.

FOR GROUPS STAYING AT THIRD PARTY ACCOMMODATION

Our suppliers operate commercial kitchens where allergens are present at all times and are in constant use. Moreover, due to the lack of control over food distribution sources and other guests that visit their sites, they are not able to state that they operate allergy or nut free sites.

Whilst every effort is made to prevent cross contamination, they cannot guarantee that any food item is 100% free of any specific allergen as they purchase items that are packaged and labelled outside of their control. They are only able to quote the information their suppliers provide.

For all food allergies and intolerances, we ask Party Leaders to provide us with all the necessary dietary & medical information in plenty of time before the deadline. This information will be passed on to the accommodation.

Where a child with an allergy or intolerance is involved, visiting teachers should be available to identify the child at each mealtime and to support them in making the correct decision on which food is suitable to eat.

For customers with serious allergies, particularly nut, dairy and gluten allergies who may react to a trace of an allergen, it is important to recognise that even with controls in place, there may still be traces of allergens present in the food, from airborne contamination or from inadequate labelling or handling. Consequently, it may be necessary to make alternative arrangements for the safe provision of food. In these circumstances, a Risk Assessment should be undertaken.

The risk assessment will outline the reasonable actions we can take to accommodate a customer with a serious allergy. The risk assessment will also require teachers to outline the actions they will take responsibility for, such as the location and administration of Epi-pens.

Many severe food allergies require specific medication to ensure effective recovery caused through allergic reactions. Consequently, customers are required to have robust individual health and emergency response plans in place to manage the relevant level of risk. For severe allergies, the risk assessment will help to guide these plans to support medical storage, administration and documentation.