



## **Talland Bay Hotel and Restaurant**

At Talland Bay Hotel and Restaurant, we take food allergies and intolerances extremely seriously and are committed to safeguarding the health and wellbeing of our guests. Talland Bay Hotel and Restaurant have the right to refuse service of any foods if it proposes a significant risk or harm to a customer.

### **Allergen Awareness**

Our team will make every reasonable effort to identify and manage allergens within our food preparation and service areas. Where a food allergy or intolerance has been documented or communicated by a guest, we will follow best practices to minimise the risk of cross-contamination during storage, preparation, cooking, and service.

### **Cross-Contamination Controls**

Whilst we take all practical precautions, including the use of separate utensils, preparation areas where possible, and clear communication between kitchen and front of house teams, we cannot guarantee that any dish is completely free from trace allergens due to the shared nature of kitchen environments.

### **Customer Responsibility**

Guests are required to inform a member of staff of any food allergy or intolerance before ordering food or drinks. This information will be communicated directly to the kitchen team to ensure appropriate precautions are taken.

### **Restrictions on Certain Orders**

If a customer has stated they have a specific allergy or intolerance, they will not be permitted to order food items containing that allergen. In such cases, a suitable alternative dish, ingredient substitution or menu will be offered wherever possible to ensure guest safety. This may differ, dependant on which menu/product sold.

### **Staff Training**

All relevant staff receive allergen awareness training and are instructed on the importance of accurate allergen communication and safe food handling procedures.

### **Commitment to Safety**

Our priority is to provide a safe and enjoyable dining experience for all guests. We encourage customers to speak openly with our staff regarding any dietary requirements, allergies, intolerances or concerns.

**Created & reviewed 15<sup>th</sup> May 2026**  
**Aikmo Hotels Ltd T/A Talland Bay Hotel**

Registered in England No. 9554041

Registered in England & Wales. Registered Address: **Longmires 2c Marsland House, Marsland Road, Sale, England, M33 3AQ**