



DIETARY REQUIREMENTS / PREGNANT CLIENTS

At numerous stages during the booking process, we try to ascertain the guest's dietary requirements. These are then noted on the overview screen of the booking on Chalet Manager for the chef to view in advance. However, despite our best and repeated attempts, it is common for guests to drop 'surprise' dietary requirements on the chefs when they arrive.

Always ensure on the first evening that you have a few spare vegetarian portions prepared for emergencies (if they aren't used, it can be used for staff food). It is your responsibility to ensure you are prepared for this event, please don't take this lack of information out on the office staff and reps, they really do their best to get this information but it is not always possible.

Please take dietary requirements extremely seriously. We have seen over the last few years numerous news stories of establishments feeding clients food that guests had informed them they were intolerant of, with very serious repercussions for the client and establishment/chef. The repercussions of this could be life-threatening for the individual. Please take the time to sit and discuss the dietary requirement with the individual on arrival. With severe cases you will find that the person will approach you and explain in detail their condition and perhaps bring their own food items. Please give your undivided attention to the person and if you're unsure please don't guess, ask the guest or contact your manager.

All of our menus have been updated and adapted to cater for the main dietary requirements below. You will find the symbols next to each menu item as a guide to their suitability for each dietary requirement

(S) – Standard Menu

(V) – Vegetarian

(VG) – Vegan

(LF) – Lactose Free

(GF) – Gluten Free

(NF) – Nut Free

Gluten Intolerant / Coeliac **(GF)**

Those suffering from gluten intolerance or coeliac disease must avoid all foods containing the protein gluten. This is found in **wheat, barley, rye** and **oats**. This includes beer and ale, breads, cakes, pies, cereals, biscuits, crackers, croutons, frozen chips, gravy, imitation meat, pasta, processed luncheon meats, salad dressings, sauces, seasoned rice mixes, self-basting poultry, stock and snack foods such as crisps.

Lactose Intolerant **(LF)**

Milk and other dairy products including cream, cheese, yoghurt, ice cream and butter contain lactose and may need to be avoided by lactose intolerant guests. Guests with a high level of intolerance may also need to avoid salad cream and dressing, mayonnaise, biscuits, chocolate, cake and bread.

Vegetarian and Pescatarian **(V)**

Vegetarians typically do not eat any kind of meat, fish or poultry, whereas pescatarians do eat fish. They may also avoid gelatine, since it is derived from animal body parts.



Vegan (VG)

Vegans do not consume any animal-derived foods or by-products. In addition to not eating meat, poultry, seafood, eggs or dairy, most vegans also do not eat gelatine or honey.

Nut Allergies (NF)

Some people have very severe nut allergies. While we offer nut-free recipes, you need to make your guests aware that we cannot guarantee the chalet will be free of any nut traces and advise them that our standard menu from previous weeks contains nuts. Assure guests we will make every effort to remove nuts from the chalet (eg walnuts, almonds, pistachio ham and muesli) during their stay if required. While some people are not as allergic as others, all surfaces including kitchen counters and door handles must be wiped down with alcohol or bleach to minimise the presence of any nut traces.

PREGNANT GUESTS

Throughout the season it's not uncommon to have pregnant guests staying with you in your chalet. These guests will more than likely let you know that they are pregnant and it's very important that you have the correct information if they ask you.

Pregnant women are advised to avoid: mould-ripened or unpasteurised milk cheeses (feta, brie, camembert, blue veined cheese, and goat's cheese), luncheon meats and cold cuts, patés, rare/raw meats and fish, raw/undercooked eggs (which may be found in mayonnaises, mousses and salad dressings), caffeine and alcohol.

You can only advise and let them know what ingredients are in the dishes and then it is up to the individual if they want to eat them; but we must give them the information beforehand (let them read the below themselves).

Below is a more detailed explanation from the NHS website of what they advise pregnant ladies should avoid.

Cheeses to Avoid in Pregnancy

Soft cheeses with white rinds

- Mould-ripened soft cheese (cheeses with a white rind) such as brie and camembert [e.g. the cheese board soft cheeses we use]. This includes mould-ripened soft goats' cheese, such as chèvre. These cheeses are only safe to eat in pregnancy if they've been cooked [e.g your 3-cheese pepper starter is fine].

Soft blue cheeses

- Avoid soft blue-veined cheeses such as Gorgonzola and Roquefort. Soft blue cheeses are only safe to eat in pregnancy if they've been cooked [e.g. your 3-cheese pepper starter is fine].



- It's advised pregnant women avoid some soft cheeses because they're less acidic than hard cheeses and contain more moisture, which means they can be an ideal environment for harmful bacteria to grow in.

Cheeses that are Safe to Eat in Pregnancy

All hard cheeses are safe in pregnancy

- You can eat hard cheeses, such as cheddar, parmesan and stilton, even if they're made with unpasteurised milk. Hard cheeses don't contain as much water as soft cheeses, so bacteria are less likely to grow in them. It's possible for hard cheese to contain listeria, but the risk is considered to be low.

Soft cheeses that are safe to eat in pregnancy

- Other than mould-ripened soft cheeses, all other soft types of cheese are ok to eat, provided they're made from pasteurised milk, this includes cream cheese

Cooked soft cheeses that are safe to eat in pregnancy

- Thorough cooking should kill any bacteria in cheese, so it should be safe to eat cooked mould-ripened soft cheese, such as Brie, Camembert and Chèvre, and cooked soft blue cheese, such as Roquefort or Gorgonzola, or dishes that contain them.

Other food items during Pregnancy

Raw or undercooked meat is risky in pregnancy

- Cook all meat and poultry thoroughly so it's steaming hot and there's no trace of pink or blood – especially with poultry, pork, sausages and minced meat (including burgers.)

Be cautious with cold cured meats in pregnancy

- Many cold meats, such as salami, prosciutto, chorizo and pepperoni, are not cooked, they're just cured and fermented.
- Pre-packed meats such as ham and corned beef are safe to eat in pregnancy. Some websites based in other countries may suggest that you avoid pre-packed meats when pregnant, but this is not the advice in the UK.



Fish in pregnancy

- You can eat most types of fish when you're pregnant. Eating fish is good for your health and the development of your baby, but you should avoid some types of fish and limit the amount you eat of some others.

Fish to restrict

- Always eat cooked, rather than raw, shellfish – including mussels, lobster, crab, prawns, scallops and clams – when you're pregnant, as they can contain harmful bacteria and viruses that can cause food poisoning. Cold pre-cooked prawns are fine.

Smoked fish in pregnancy is safe

- Smoked fish, which includes smoked salmon and smoked trout, is considered safe to eat in pregnancy.

Peanuts are safe in pregnancy

- You can eat peanuts or food containing peanuts, such as peanut butter, during pregnancy, unless you're allergic to them or a health professional advises you not to.

Milk and yoghurt in pregnancy

- Stick to pasteurised or ultra-heat treated (UHT) milk, which is sometimes called long-life milk (this is what we generally use at the chalets)
- If only raw (unpasteurised) milk is available, boil it first. Don't drink unpasteurised goats or sheep's milk, or eat foods made from them, such as soft goats' cheese.
- All types of yoghurt, including bio, live and low fat, are fine.

Ice cream in pregnancy

- Soft ice creams should be fine to eat when you're pregnant, as they are processed products made with pasteurised milk and eggs, so any risk of salmonella food poisoning has been eliminated.

Foods with soil on them

- Wash fruit, vegetables and salads to remove all traces of soil and visible dirt.



Herbal teas in pregnancy

- There's little information on the safety of herbal teas in pregnancy, so it's best to drink them in moderation.

“NHS WEBSITE 2018: <https://www.nhs.uk/conditions/pregnancy-and-baby/foods-to-avoid-pregnant>”