

This information will assist you in advising your dietary requests to your group coordinator and our team.

If you have any questions on how your dietary requests may be provided for, please contact our team directly at bookings@kiahridge.org.au before submitting your information.

Please note that all dietary requests must be submitted no later than 14 days prior to your stay with us, using either the Guest Self Service Portal or the attached Dietary Service Request Form.

DIETARY NEEDS

- Our Dietary Service Policy provides **for those guests with medically required dietary needs only**. It does not provide for individual dislikes or preferences.
- Select the dietary category in the Portal or on the Form that best fits your request and how you would like to be served.
- Please **do not add any additional information or variations to definitions**. Kiah Ridge operates with agreed definitions to ensure consistency of understanding and menu planning.
- **If your request is not listed and this is not a dislike or preference, please advise a Complex Diet** and provide additional information for our team to follow up with you.

If You Choose Eliminate All Traces

- Whilst Kiah Ridge takes steps to reduce cross contamination, we are **not equipped with separate allergen friendly kitchens** and are **unable to guarantee that a menu is completely free of allergens**.
- Kiah Ridge cannot guarantee the elimination of traces of allergens through supply chains and manufacturing processes.
- **If you are unable to accept this risk**, please select the dietary category of Supply Own Food.
- **If you are able to accept this risk**, we will serve you main meals that do not have the specified allergen as an ingredient and are plated separately away from the main servery. Snacks and desserts will be fresh fruit.
- If you are anaphylactic/allergic to a food related allergen, please ensure that you have also identified this as a medical request to your group coordinator.

If You Choose Supply Own Food

- This option allows you to **supply your own food for snacks and main meals**.
- Our tea/coffee station is available for you at your own risk. A guest fridge and microwave are available in the Dining Room, also at your own risk.
- We request that no whole nut products are brought into our venue, including nut milks.

During Your Stay

- **If you have advised a dietary request, it is your responsibility to identify yourself at each meal to our food service team**. Failure to present will incur a Dietary Service Non Attendance Charge (see below). Your dietary service may also then be cancelled.
- During your stay, it is assumed that **you will eat from the food service plan you have requested only and not from the main servery**, as you place yourself at risk of consuming foods containing allergens.

Dietary Service Non Attendance Charge

- A charge of \$10 applies to anyone who has requested a dietary service and does not present to our food service team at a main meal time resulting in the prepared dietary food service going to waste. This charge is applied for each main meal which is not attended.

DIETARY CATEGORIES

CHOOSE THE CATEGORY TO SUIT YOUR REQUEST

NO DAIRY	Intolerant No dairy based products. Can consume products labelled may contain traces of dairy. Non dairy milk available in guest fridge at all times.
	Eliminate All Traces of Dairy Cannot consume any products with labelled warnings regarding cross contamination and/or containing traces of dairy. Non dairy milk available in guest fridge at all times.
NO EGG	Intolerant / No Whole Egg No whole egg products. Can consume products labelled may contain traces of egg.
	Eliminate All Traces of Egg Cannot consume any products with labelled warnings regarding cross contamination and/or containing traces of egg.
NO TREE NUTS OR PEANUTS	Intolerant / No Whole Tree Nuts or Peanuts No whole tree nut or peanut products. Can consume products labelled may contain traces of tree nuts or peanuts.
	Eliminate All Traces of Tree Nuts or Peanuts Cannot consume any products with labelled warnings regarding cross contamination and/or containing traces of tree nuts or peanuts.
NO FISH SEAFOOD OR SHELLFISH	Intolerant / No Whole Fish, Seafood or Shellfish No whole fish, seafood or shellfish products. Can consume products labelled may contain traces of fish, seafood or shellfish.
	Eliminate All Traces of Fish, Seafood or Shellfish Cannot consume any products with labelled warnings regarding cross contamination and/or containing traces of fish, seafood or shellfish.
NO GLUTEN	Intolerant No gluten products. Can consume products labelled may contain traces of gluten.
	Eliminate All Traces of Gluten / Coeliac Cannot consume any products with labelled warnings regarding cross contamination and/or containing traces of gluten.
SUPPLY OWN FOOD	Guest elects to supply their own food and to self-manage their dietary requirements.
VEGAN	No meat, poultry, fish, dairy, eggs or honey.
VEGETARIAN	No meat, poultry or fish.
NO RED MEAT	No red meat products. Red meats are beef and lamb.
NO PORK	No pork products. Pork products are pork, bacon, sausages and ham.

DIETARY SERVICE REQUEST

PLEASE COMPLETE AND RETURN TO
bookings@kiahridge.org.au

It is important that you have read our Dietary Service Policy prior to completing this request form.

GUEST DETAILS

Full Name Age
Group Name Stay Dates

CONTACT DETAILS (Parent/Guardian if under 18 years of age)

Full Name Relationship
Phone No Email

Tick	Dietary Category	Tick	How do we serve you?
	NO DAIRY		Intolerant
			Eliminate all traces of dairy
	NO EGG		Intolerant / No whole egg
			Eliminate all traces of egg
	NO TREE NUTS OR PEANUTS		Intolerant / No whole tree nuts or peanuts
			Eliminate all traces of tree nuts or peanuts
	NO FISH, SEAFOOD OR SHELLFISH		Intolerant / No whole fish, seafood or shellfish
			Eliminate all traces of fish, seafood or shellfish
	NO GLUTEN		Intolerant
			Eliminate all traces of gluten / Coeliac
	SUPPLY OWN FOOD		Supply own food including snacks, main meals and desserts
	VEGAN		No meat, poultry, fish, dairy, eggs or honey
	VEGETARIAN		No meat, poultry or fish
	NO RED MEAT		No beef or lamb products.
	NO PORK		No pork, bacon, sausage or ham products.
	COMPLEX DIET For medically required dietary needs only. This is NOT for dislikes or preferences.		Please provide concise information about your request: • •

GUEST DECLARATION to be completed by guest or their parent/guardian

I confirm that I have read the Dietary Service Policy and that the information I have provided is complete and accurate. I accept the Dietary Service Non Presentation Charge as per the Policy. I confirm that I will eat from my requested food service plan ONLY and I will not consume any foods from the main servery. If foods from the main servery are consumed, I understand that they may contain allergens and that this is done at my own risk.

Name Signature