



## **eleven Dietary Requirement Policy**

At eleven we take the management of dietary requirements seriously. We aim to ensure all of our guests enjoy an inclusive, positive, memorable food experience and leave feeling confident, happy and satisfied.

To achieve our goal of ensuring your dietary requirements are satisfied, we have a number of processes and standards in place, including:

- All staff must complete Dietary Hawk, Dietary Requirement Awareness and Safety training.
- A business wide Dietary Management plan which must be adhered to at all times which includes standardised recipes and dietary requirement matrices and storage ordering and handling protocols.
- eleven restaurant administration will contact guests to identify if any guests have a dietary requirement prior to their reservation.
- All individuals are encouraged to notify eleven to disclose their dietary requirements prior to reservation.
- Individuals with food allergies acknowledge and agree that they must:
  - Disclose to eleven staff if they, or their children, or other dependants have a dietary requirement and have been prescribed an EpiPen.
  - Have an in-date EpiPen in their possession. If an individual does not bring their EpiPen and they choose to consume food at eleven, they do so at their own risk. eleven accepts no liability.