

ADMISSION CRITERIA FOR PEOPLE WITH DIETARY RESTRICTIONS (ALLERGY, INTOLERANCE OR SPECIAL DIET)

Dietary restrictions are classified in 3 categories:

GREEN: Reservation accepted

Simple intolerance or allergy

***See if the person can ingest small quantities without inconvenience**

Lactose

1 Fish

1 Seafood

1 legume

Vegetarianism

Fruit and vegetables (depending on suitability, arbitration as needed)

Pork-free diet

YELLOW: Reservations accepted subject to conditions (arbitration required)

Intolerance or simple allergy with major restriction

***See if person can ingest small quantities without inconvenience**

***Raw/cooked impact**

Eggs

Mushrooms

1 Alliaceae (garlic, onions, shallots, leeks)

Seafood (arbitration)

Fish (arbitration)

1 Nuts

Gluten (flexible)

RED: Reservation refused (unless the impediment can be interrupted or alleviated during the stay- voluntary restriction)

Multiple intolerances/allergies

*** Validation with a manager in case of doubt**

Vegan

Gluten AND lactose

Special diet (Keto, Halal, Kosher, Paleo)

Vegetarianism AND mushrooms

Fish (several to a high degree)

Eggs AND mushrooms

Nuts and/or seeds

Alliaceae (group), Celiac, Crohn's disease

* In some cases, we may accept a reservation on condition that several changes are irreconcilable. There is therefore a possibility of being penalized on certain services. (ex: soup, mise en bouche- Guests will be served a simplified menu or the same choice on two consecutive evenings)

1. OBJECTIVES:

1.1 TO ENSURE CUSTOMER SAFETY IN ISOLATED OPERATING ENVIRONMENTS (LIMITED ACCESS / GEOGRAPHICAL REMOTENESS / UNPREDICTABLE AND SIGNIFICANTLY INCREASED TRANSFER TIMES TO HOSPITAL CARE);

1.2 LIMIT THE WORKLOAD AND DEGREE OF ADAPTATION REQUIRED BY DUVETNOR STAFF, AS WELL AS THE RISK OF ERRORS THREATENING THE COMFORT OR PHYSICAL INTEGRITY OF THE PEOPLE COVERED BY THIS POLICY;

1.3 EQUIP RESERVATION PERSONNEL TO MAKE DECISIONS INVOLVING DIETARY RESTRICTIONS.

2.PRINCIPLES AND OPERATION :

2.1 FOR THE PURPOSES OF OUR POLICY, A DIETARY RESTRICTION REFERS TO THE REFUSAL, PREVENTION OR PROHIBITION OF THE CONSUMPTION OF A FOOD ITEM, WHICH ENTAILS AN OBLIGATION TO MODIFY THE ESTABLISHED MENU, AS WELL AS TO ADAPT HANDLING AND HYGIENE MEASURES BY THE STAFF RESPONSIBLE FOR PREPARING AND SERVING MEALS.

2.2 ANY RESERVATION IN AN ACCOMMODATION UNIT WHERE FOOD IS PREPARED AND SERVED BY DUVETNOR STAFF MUST UNDERGO AN EXPLICIT AND RIGOROUS VERIFICATION OF DIETARY RESTRICTIONS BEFORE BEING APPROVED AND CONFIRMED.

2.3 DIETARY RESTRICTIONS INCLUDE FOOD ALLERGIES (IN THE MEDICAL SENSE), FOOD INTOLERANCES (IN THE MEDICAL SENSE) AND SPECIAL DIETS THAT EXCLUDE- OUT OF CONVICTION OR PERSONAL TASTE - ONE FOOD, SEVERAL FOODS OR AN ENTIRE FOOD GROUP.

*Unfortunately, as a result of abuse, we have had to adjust our admission policy to reduce the risk of misunderstandings about the severity of food intolerances. We do our best to accommodate our customers and hope you will understand our situation. Our team works tirelessly to bring you incredible flavors. Let us surprise you with a unique culinary experience that we're sure you'll love. *

Team Duvetnor