

HAWKSMOOR

Allergy Policy

At Hawksmoor, we care about your health and safety and take allergies seriously. We know how serious food allergies are, and that eating out can sometimes be stressful. We hope that this policy helps you to have a safe and enjoyable experience.

1. Communication

Booking: Let the person booking the table or event know about your allergies or dietary restrictions. Make sure they pass this info onto us.

Inform us: When you arrive, tell us about your food allergies or dietary restrictions before ordering or taking any food or drink offered. This allows us to take extra precautions.

Events or private dining: Once you arrive, our allergy lead will discuss your allergies or dietary restrictions with you, and introduce you to your main contact for the event.

Menu info: We have details of the 14 common allergens in our food and drinks. Ingredients can change, so always ask each time you visit.

Re-assurance: If you are allergic to other foods or want to discuss menu options in advance, email or call the restaurant directly to speak to a manager. All of our managers are trained in Allergen Management, with enough notice, one of them will respond with an answer to any query.

2. Staff training

Awareness: Our team knows about allergy safety and the steps to take if someone has allergies or dietary restrictions.

Education: Our allergy leads get enhanced training on food allergies and safe food handling. All of our managers receive Allergen Management Level 3 training.

3. Ingredient transparency

Sourcing: We obtain ingredients from trusted suppliers with detailed allergen info. We avoid ingredients with 'may contain' warnings *when possible*.

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Substitutions: We try to offer alternatives for allergies or dietary restrictions. Talk to your server about your options.

4. Cross-contact

Kitchen practices: We take steps to prevent cross-contact, but we handle many allergens in our busy kitchens, so cannot guarantee any dish is completely allergen-free.

Separate preparation: We have designated areas for preparing meals for guests with allergies. Our kitchen staff follow strict protocols including extra hand washing and thorough cleaning of surfaces and equipment.

Vegan options: Not all vegan options will be suitable for those with milk, egg, fish, crustacean and mollusc allergies. Please ask before ordering.

5. Emergency response

Preparedness: Our staff are trained to handle allergic reactions, and we have first aiders on site.

Medical assistance: Guests with allergies should carry their emergency medication, e.g. two adrenaline auto-injectors.

6. Guest responsibility

Vigilance: Guests with food allergies should be cautious and clearly communicate their needs.

Verification: Always check with your server if you have any concerns about ingredients or preparation methods.