



Delaware North Allergen Handling Directive for Customers identifying as Anaphylactic.

To whom this may concern,

Please be advised of the updated directive to any customer wishing to attend a catered function by Delaware North at the Melbourne Cricket Ground (MCG) who identify as having a food allergy that results in anaphylaxis.

If a customer identifies as having a food allergy that results in anaphylaxis, the following processes must be followed when they identify themselves to Delaware North staff upon arrival.

1. The customer must ensure they make themselves known to staff immediately upon entry to a function, prior to being seated and prior to the commencement of food service.
2. To reduce the risk of any cross-contamination of the specified allergen, any customer that is anaphylactic, will be advised by Delaware North staff that they will receive an individual, plated meal directly from the kitchen.
3. The customer will also be advised by Delaware North staff that they are **NOT** to consume food from any common areas, including Food Buffets, Stations, pre booked dietary stations or during a roaming Canape service (common areas), regardless of whether their allergen is present.

If, following the process in points 1 to 3 above being undertaken by Delaware North staff, a customer chooses to consume food from the Common Areas, the customer does so with informed consent and at their own risk.

Delaware North aims to provide the best possible service for all customers, providing alternative meals for those who require them. Although every effort is made to accommodate allergen requests, Delaware North's food is made in a facility that contains allergens and therefore may contain traces of allergens.

Please inform any guests who are planning on attending a function catered by Delaware North of this process when booking, so we can provide them a safe and enjoyable dining experience with us at the MCG.

Any questions please do not hesitate to contact Delaware North Directly.