



## **ALLERGIES AND FOOD INTOLERANCE AWARENESS**

Valued Guest,

Sultan Gardens Resort recognizes the serious repercussions of allergic reactions and therefore takes every possible precaution to prevent this happening by applying internal arrangements to meet the special needs and requirements of our guests, such as:

- Allergies to any of the following ingredients: *peanuts, soy, tree nuts, wheat, fish, milk, shellfish, and eggs.*
- Lactose (milk) intolerance.
- Vegetarian & Vegans (upon request).

In order to apply this system most effectively, our guests should share with us, preferably in advance of their arrival, information about what kind of allergies, food intolerance or other special food requirements they have. This may be done through their travel agent, by direct message from the guest to the hotel, or at minimum, upon arrival at the resort. This will give us the opportunity to deal with these needs on a case by case basis to insure guest safety and satisfaction.

We wish to stress that guests with special needs are strongly urged to inform the resort of their needs prior to arrival (ideally not less than 72 hours prior to arrival) as our ability to provide alternatives to certain products may be affected by local availability of some ingredients or products.

On behalf of entire resort team, it is our pleasure to serve you!