

WHY

There are four reasons behind the development of Runö Möten & Events' clear terms regarding allergies/special dietary needs.

1. We want all our guests to have a wonderful food experience, even if they have special dietary requirements.
2. We want to ensure that all guests are served food that meets their dietary requirements.
3. Sustainability. We want to reduce food waste through careful planning and good routines – while still offering options for special dietary requirements.
4. We want to provide excellent service and enable our guests to choose for themselves what they want to eat. However, this entails a higher fee if this goes beyond our basic level of provision.

SPECIAL DIETARY REQUIREMENTS

SPECIAL DIETARY REQUIREMENTS are defined by Runö Möten & Events as the provision of any food that differs in some way from the food being served to the rest of the group. Special dietary requirements thus refer to medical and allergen requirements, religious dietary requirements, as well as lifestyle diets and personal preference.

SPECIAL DIETARY REQUIREMENTS / ROUTINE

RUNÖ MÖTEN & EVENTS

1. WHEN BOOKING

Our cancellation rules states what applies in regards of special dietary requirements.

In short, this means that we will meet ALL dietary requests. However, special dietary requirements that go beyond our basic level of provision will entail a higher fee.

As a guest/client, you select which level of service you require for your arrangement, with regards of special dietary requirements. This decision is made at the time of booking, when signing the offer.

SPECIAL DIETARY REQUIREMENTS BASIC - COMPLIMENTARY

- 100% plant based (i.e. vegan)
- Lacto-ovo vegetarian (i.e. eats dairy and eggs but no meat)
- Food allergies, such as gluten, dairy (14 allergens in total)
- Cultural or religious dietary requirements, e.g. no pork
- Special diet due to pregnancy

SPECIAL DIETARY REQUIREMENTS EXTRA

The following special diets entail an extra charge of +25% of the meal package.

- Allergies other than the 14 listed allergens (if required)
- Personal preferences and lifestyle diets (e.g. LCHF, GI, Keto)
- Complicated allergies like onion and multiple allergies

Allergy and cultural diet (no fish and meat) is normally replaced with the vegetarian option.

Unfortunately, we do not have the possibility to adapt to airborne allergies.

Runö Möten & Events do not mind if a guest with very specific dietary needs that cannot be met by us, brings their own food to the restaurant. The menu price remains as service fee.

14 ALLERGENS

- GLUTEN
- CRUSTACEANS
- EGG
- FISH
- PEANUTS
- SOYA BEANS
- DAIRY
- NUTS (almond, hazelnut, walnut, cashew nut, pecan, Brazil nut, pistachios, macadamia nut)
- CELERY
- MUSTARD
- SESAME
- SULFUR DIOXIDE and SULPHITE (in concentrations above 10 mg/kg or 10 mg/liter)
- LUPINE
- MOLLUSCS (snails, mussels, and squid)

2. 14 DAYS BEFORE THE EVENT

We need a written list of guests' special dietary requirements, at the latest, 14 days before arrival.

Please use Runö Möten & Events template for special dietary requirements. This can be downloaded here: www.runo.se/specialkost

If Runö Möten & Events' template is not used, 1000 SEK will be charged.

Runö Möten & Events' aim is to always be service-oriented and open to find solutions. However, if we receive late requests for special dietary requirements or late changes, Runö Möten & Events has the right to charge an additional fee based on these additional costs.

If "Chef's Choice" is the selected menu, Runö Möten & Events will take special dietary requirements into consideration when preparing the menu. This will of course be done in consultation with the client/event organizer.

3. DURING THE EVENT

Once guests have been seated at their table, we always ask if there are any requests for special dietary requirements. Guests who have requested this, receive a "flag".

We use a dedicated serving hatch in the kitchen for special dietary requirements and add a post-it note, ensuring the requested meals are served to the right guests.

When starters and main dishes are served, our goal is to ensure that guests with special dietary requirements receive their meals at the same time as other guests. When dessert is served (and in certain other cases), guests with special dietary requirements are always served first.

Waiting staff ensure that guests at their tables are served the requested special dietary requirements. When serving another table with a special "flag", we ALWAYS ask about special dietary requirements. The flag could refer to another dish (e.g. nuts in a dessert).

If a guest has eaten the wrong food by mistake, the head waiter, event manager and, in some cases, the agency/end client must be informed of this immediately. Runö Möten & Events is responsible for taking the correct measures.

4. AFTER THE EVENT

Further costs for the provision of special dietary requirements are charged in the invoice information/invoice.

These costs can include:

- If more than 10% of the guests have special dietary requirements, then a supplement of 10% of the meal package price will be added for the exceeding amount.
- Costs for special dietary requirements that go beyond the basic level.
- Late requests for special dietary requirements or changes thereof.
- A fee will be charged if Runö Möten & Events' Excel template for special dietary requirements has not been used.
- Discrepancies from previously ordered special dietary requirements. Food based on special dietary requirements that has not been eaten because the guest ate the regular meal instead.