

ALLERGENS AND INTOLERANCES

The health and safety of our guests is paramount. We take allergens and intolerances seriously and have clear procedures in place to help manage and communicate allergen information effectively.

PLEASE NOTIFY US

If you have any allergies or intolerances, please inform your server before placing your order. While we will always do our best to accommodate your needs, we ask for your understanding that we prepare all our dishes in kitchens where allergens are handled. As a result, we cannot guarantee that our food will be completely free from allergens.

Our team is trained in allergen awareness and has access to detailed allergen information for every dish. However, due to the risk of cross-contamination – including through shared cooking and preparation areas, equipment, and deep fat fryers – we cannot guarantee an allergen-free environment.

We follow guidance set out by Cornwall Council, Food Safety, and Trading Standards to maintain the highest food safety standards and do our utmost to cater safely for guests with allergies or intolerances. However, in rare instances, if a request poses too high a risk, we may advise that it is not safe to proceed.

We do ask that if you have a variety of allergies or intolerances that you advise when booking so we can best advise whether we are able to accommodate.

GLUTEN-FREE & SPECIAL DIETS

We do not offer a dedicated gluten-free menu. While some of our dishes are made using ingredients free from gluten, all food is prepared in a kitchen where gluten is present. We do have a gluten-free fryer and gluten-free toaster, but other equipment may still pose a risk of trace contamination.

DEEP FAT FRYING

Ingredients that are deep fried may be cooked in oil shared with other items containing allergens. As such, there is a risk of cross-contamination.

CHANGING MENUS

Our menus change seasonally and may be updated at short notice. Please ask your server to see the most current allergen information each time you visit.

OUR BARS – COFFEE & COCKTAILS

Please advise our team of any allergies or intolerances when ordering from the bar. Our baristas and bartenders are allergy trained and can suggest suitable alternatives. Milk alternatives are available, but traces of allergens may remain even with our best cleaning practices. Guests with severe allergies should be aware that cross-contamination cannot be ruled out.

GENETICALLY MODIFIED FOODS

Our policy is not to knowingly use or sell any food products containing GMOs. The only exception may be cooking oils used in deep frying, which could be substituted due to supply chain constraints.

DISCLAIMER POLICY

If you choose to consume a product that our team has advised may contain or be affected by your identified allergen, you may be asked to sign a disclaimer acknowledging the risks. This helps us ensure transparency and safety for everyone.

V = Suitable for vegetarian diet

Vg = Suitable for vegan diet

If you have any concerns, please speak to a member of our team - we're here to help.