

Dietary Accommodation Policy

At FCJ Retreat and Conference Centre, we understand the importance of accommodating various dietary needs to ensure that all guests can fully enjoy their experience. To this end, we have established the following policy regarding special dietary concerns, including gluten-free and dairy-free requirements.

- Request Deadline:** All special dietary requests must be submitted at least 7 days prior to the scheduled event. This allows our culinary team adequate time to plan and prepare alternative options.
- Communication of Dietary Concerns:** Guests are responsible for notifying FCJ Retreat and Conference Centre of any special dietary needs during the reservation process. This information can be provided via our online registration form or by contacting our booking coordinator directly.
- Detailed Dietary Information:** To ensure accurate accommodation, guests should provide detailed information about their dietary requirements, including specific allergies or intolerances.
- Menu Customization:** Our culinary team will make every effort to accommodate special dietary requests while maintaining the highest standard of taste and presentation. We may customize existing menu options or create new dishes when necessary.
- Allergen Awareness:** Our kitchen staff is trained to handle dietary restrictions and allergens. However, please note that our facility processes common allergens, and while we take every precaution to avoid cross-contamination, **we cannot guarantee an allergen-free environment.**
- Collaboration with Guests:** We encourage open communication between guests, our booking coordinator, and our kitchen team. If there are any concerns or questions regarding dietary accommodations, guests should feel free to reach out to our booking coordinator.
- Flexibility of Menu:** Depending on the nature of the event or how many guests have the same dietary restrictions, we may offer buffet-style dining or pre-selected plated meals. Guests with special dietary needs will receive a specially prepared dish that aligns with their requirements.
- Dietary Preferences vs. Allergies:** Please note that while we do our best to accommodate dietary preferences, these requests may not require the same level of urgency as those based on allergies or medical conditions.
- Late Requests:** In the event that a special dietary request is received less than 7 days prior to the event, we will do our best to accommodate it, but we cannot guarantee the same level of customization.
- Guest Responsibility:** It is the responsibility of the guest to communicate any dietary restrictions or allergies to their event coordinator. FCJ Retreat and Conference Centre is not liable for any adverse reactions resulting from undisclosed dietary concerns.
- Dietary Accommodation:** Not all dietary requests can or will be accommodated. Our team will make every effort and attempt to cater to your dietary preferences.

We are committed to ensuring that all guests have a positive and memorable experience during their time at FCJ Retreat and Conference Centre. By adhering to this policy, we aim to provide a safe and enjoyable dining experience for everyone.

For any further inquiries or to submit a dietary request, please contact our booking coordinator at coordinator@fcjcentre.ca