

ALLERGEN INFORMATION

The Allergen information provided in this leaflet is based on our suppliers' ingredient list and our business environment, preparation and cooking process. Normal kitchen operations may involve some shared cooking, preparation areas and utensils, and the possibility exists that your food items may come into contact with other food products, including other allergens.

We take steps to try and stop nuts or traces of nuts from accidentally getting into ingredients before the food is served to you, but we cannot guarantee our food is completely nut or peanut free due to our business environment.

Because of our kitchen operations & business environment, if you do have a serious or life threatening allergy, we have to ask you to carefully consider whether you choose to dine with us.

Please note: This leaflet may not cover promotional products. If you require allergen information about promotional products, please ask a member of staff or contact our Head Office at **01279 713560** or via email at **hello@tcg-ltd.co.uk**.

This leaflet is updated regularly in the attempt to reflect the current status of our products. All information is correct at the time of going to print (see date on front cover) but is subject to change without notice.

Allergen data is derived by analysis and are typically averages of composite food samples. Products may be subject to some variation depending on ingredients used, supplier & seasons of the year. Therefore products described may not be identical to the product served in a participating restaurant.

Please always ask our store team or contact our Head Office for the most up to date information.

- ✓ Contains allergen
- May contain or come into contact with traces of Allergen

STATEMENT ON ALLERGENS

I want to tell you how we manage allergens in our business and the risks that are involved for people with severe allergies.

As a family business, it really worries us that somebody with a severe allergy may become ill from eating food purchased from one of our stores and we would never forgive ourselves if one of our customers or colleagues became seriously ill.

We have always had available in our stores and on our website, the allergy information with regards to each menu item that we serve. We are constantly working with our suppliers to review their products and ensure that each product we source has had a product test for allergens before selling it in any of our stores. We take the sourcing of all of our products seriously which is why we only work with suppliers that we trust and know have robust health & safety practices in place.

The majority of our food is prepared fresh in store every day, and this means that whilst we try our very best to ensure that no cross contamination takes place with regards to allergens, mistakes can happen. It would be untrue and damn right wrong of me to state that we can ensure that our products are 100% allergen free or indeed, have not come into contact in some way, with products that have different allergens.

We would kindly ask that if you have a very serious reaction to any food allergens that you seriously consider whether or not purchasing food from one of our stores is the safe thing to do.

We would be utterly devastated and horrified if anything was to happen to anybody who ate something that they had a serious reaction to. We understand how frustrating this is for people who suffer from allergic reactions when eating specific types of food but we really just want to be honest with people to ensure they know the full picture to ensure that they make a considered decision as whether to buy products from us.

Your safety, and the safety of our colleagues, is paramount to us which is why we feel it is only right to explain how our allergens are managed and why we can never 100% guarantee that our products are allergen free or, have not come into contact with another product that has different allergens.

If you would like to discuss this in further detail or understand how we manage allergens in our business please let us know.

James Lipscombe
Managing Director

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UPDATED
APRIL 2019



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