

# **Additional Services**

#### **Nutritional Information**

McMaster University Hospitality Services analyzes and provides students and other customers with nutritional information guidelines about meals served in the dining units on campus. Visit our nutrition page for more information at; <a href="http://hospitality.mcmaster.ca/menu/nutrition/nutrition.html">http://hospitality.mcmaster.ca/menu/nutrition/nutrition.html</a>. Please note the information posted is for guidelines and reference only. If you have a serious dietary restriction, allergy or medical condition we strongly suggest you contact our office <a href="http://hospitality.mcmaster.ca">http://hospitality.mcmaster.ca</a> and your questions or concerns will be forwarded to the appropriate manager.

#### Meal Plan

On campus, McMaster University Hospitality Services has over 18 locations to serve our residents, students, faculty and staff. All our hospitality location including our franchise locations accept the meal plan cards for payment. It is up to you how you spend your meal plan dollars. The Residence meal plan works as a declining balance cash balance system – the same principles as a bank debit card. Each time you make a purchase, the total cost is subtracted from your dollar balance or your meal plan account.

If you decided to live in residence here you are accepting the Terms and Conditions of the Residence Meal Plan policy http://hospitality.mcmaster.ca/mealplan/residence/policy.html

## **Dietary Restrictions**

McMaster University Hospitality Services will work with students who have <u>dietary restrictions that</u> cause serious illness and help meet their needs with food products available to them in our dining units.

## **Gluten Allergy**

Individuals with celiac disease must avoid gluten, found in wheat, rye, barley, sometimes oats and many other processed foods. In our dining units we provide many options for our students and guests. These options can be found listed on our menus using this symbol Gluten Free Dishes). You may also ask one of our qualified Chef's for a list of options or alternatives available to you to maintain a Gluten free diet.

## **Nut Allergy**

Peanuts can trigger a severe reaction. The severity of a reaction depends on how sensitive an individual is and the quantity consumed. Students are responsible for carrying their personal prescribed medication to treat the effects of food allergies at all times and all areas on campus including dining areas, housing and classes. East Meets West Bistro located in Mary E Keyes residence building is completely nut free with strict no outside food allowed policy. While our other dining units do not actively use nuts in our cooking techniques, there are many risks to patrons due to possible cross-contamination during food preparation, customer cross-contamination with utensils, containers, plates, and shared food. Some menus items containing nuts will have this symbol (contains nuts). Many of our baked goods, pastries, and desserts may be nut free but will have been processed in a facility where nuts are present. Please note that there

are limitations on the type of accommodations that Hospitality Services can provide and that strict avoidance may be the only solution to safeguard against food allergens.

## **Halal Options**

At McMaster we have a very diverse student population. When preparing our menus we take in account our diversity and offer many choices across campus. Halal meats are available in our dining establishments on a regular basis and most times are posted on the menu boards. Halal meats are prepared alongside our regular menu offerings as per our normal department standards. This symbol (H) (Ask to Make it Halal) identifies Halal alternative available or you can enquire at the locations while you are ordering on what options are available to you.

# **Kosher Options**

Kosher style and certified menu offerings are available at Bridges Vegetarian and Vegan Cafe. Bridges has certain sections, preparation areas and cooking equipment that has been certified by our community Rabbi who regularly visits for inspections. Prepackaged Kosher sandwiches, danishes and other products are also available in La Piazza.

## **Lifestyle Choices**

Making the choice to follow a Vegetarian or Vegan diet is ideal for everyday life, balance and health. There are many choices throughout our dining establishment with a wide range of offerings. Bridges Vegetarian Cafe has won awards for its creative menu and offerings, East Meets West Bistro offers diverse vegan options including "Raw Food" section and Centro@Commons as a large self serve salad bar as part of their operations.

Look for these symbols to identify (Vegan Dishes) and (Vegetarian Dishes)

# **ID Policy**

Your student ID card is like your debit card. For your own safety and security of your account do not lend your card to anyone else to do your purchases. Hospitality Services has the right to refuse service if the card is being used is by a person other than the student whose photo is on the card and may lead to suspension of card privileges until security or rightful owner is contacted

# **Allergy Food Disclaimer**

McMaster University Hospitality Services makes every attempt to identify ingredients that may cause allergic reactions for those with food allergies. Every effort is made to instruct our food production staff on the severity of food allergies. In addition, we label items with possible allergencontaining ingredients; however, there is always a risk of contamination. There is also a possibility that manufacturers of the commercial foods we use could change the formulation or substitute at any time, without notice. Customers concerned with food allergies need to be aware of this risk. McMaster University Hospitality Services will not assume any liability for adverse reactions to foods consumed, or items one may come in contact with while eating at any University establishments.