

Food Allergies and Dietary Requirements

The Biltmore Hotel and its staff members are committed to offering a wide range of food options for all of our guests, visitors and members. We pride ourselves in the quality of our offerings and services and provide menu selections for clients of all ages who seek well-balanced meals and beverages. We also offer options to those with lifestyle dining requests or special dietary requests. Guests should make a note of any special dietary requests at the time of booking their dining or hotel reservation. Guests may also speak with a chef or manager upon arrival at the dining venue or hotel.

Whether dining at a full service restaurant, group and catering event, at a Culinary Academy event or on the golf course, a guest's food allergy or intolerance requirements will be addressed, when brought to our attention, to the best of our ability and whenever reasonably possible. We cannot guarantee that we will be able to meet all requests.

General Information

The Biltmore Hotel will use reasonable efforts to prevent the introduction of the allergen of concern into the food through close attention during our sourcing, preparation and handling processes. However, it is ultimately up to the guest to use his or her individual discretion to make an informed choice regarding whether to order any particular items. The Biltmore Hotel, contracted staff and vendors cannot guarantee that allergens may not have been introduced during another stage of the food chain process or, even inadvertently, during preparation. We do not have separate kitchens to prepare allergen-free items or separate dining areas for guests with allergies or intolerances.

Guests with food allergies or intolerances are allowed to bring limited food items to the hotel. Please inform the reservations agent, restaurant or catering manager that someone in the party has a food allergy or intolerance.

Guests staying at The Biltmore Hotel who have items that need to be refrigerated should ask a reservations agent or Front Desk staff member to have a refrigerator placed in the room. There may be a charge for the use of the refrigerator. Our staff members are prohibited from storing, preparing, cooking or reheating any food brought into our hotel.

For additional tips on how to manage food allergies you may consult <http://www.foodallergy.org/tips-for-managing-food-allergies> .

Allergens

Although nearly any food is capable of causing an allergic reaction, only eight foods account for 90 percent of all food-allergic reactions. These food are:

- Peanut
- Tree Nuts

- Milk
- Egg
- Wheat
- Soy
- Fish
- Shellfish

Guests should notate these food allergies and intolerances at the time of booking their dining reservation. Guests are also welcome to speak to a chef or a manager on duty when arriving at the dining location.

Reservations

When making a hotel or dining reservation, please inform the reservation agent of the food allergy or intolerance and they will notate the food allergy or intolerance on the reservation. You can make a reservation by calling 855-311-6903 or on www.opentable.com . Guests under age 18 must have parent or guardian submitting a request or information.

If you do not have a reservation, we are happy to discuss and attempt to accommodate food allergy or intolerance requirements. Guests should ask to speak to a chef or a manager upon arrival to discuss the specific dietary need.

Sunday Brunch and Buffets

Guests should ask to speak with a chef or a manager upon arrival to discuss the food allergy or intolerance. Although the chef can walk through the buffet and indicate what can be eaten based on the specific allergy or intolerance, there is always the potential for cross-contact by other guests since these are for the most part self-serve buffets.

Kosher Meals

Please make your request for kosher meals at least 48 hours prior to arrival.

Nutritional Information

We are not able at this time to provide guests with nutritional information. However, we are happy to attempt to work within any dietary requests and may suggest some menu alternatives that may satisfy the request.

Medications

Guests who require epi-pens or medications will be allowed to bring these items to the dining venues, hotel or events but must be able to administer them themselves.