



Welcome!

Specific dietary requirements

What? How? When? Where?

First of all we want to thank you for booking your stay at Landmar Hotels and give you a warm welcome. Through this manual, we want to provide you with all the information on how to proceed in case you have any allergies, intolerances or special food requirements so that you can enjoy your stay without worrying about anything.

We inform you that due to the characteristics of the installation, handling and preparation of the establishment, all our exposed products are likely to directly or indirectly contain some type of allergen or traces of them. That is why in specific cases we recommend that you keep us informed so that we can offer you a personalized service according to your needs.

Thank you very much for letting us take care of you.

Landmar Hotels Team



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1- Pre stay

If you need a specific product for your diet, please contact our call center at holidays@landmarhotels.com at least 7 days prior to your stay, indicating the necessary products in order to verify availability and manage the supply of the same ones in time so that you can enjoy them like at home.

Information needed:

- Your reservation number
- Name of the person on the reservation with dietary requirements
- Allergy, intolerance or specific diet
- requested product

We will do our best to manage your request with success

You will receive an email confirming your request

2-Check in

Welcome! we were waiting for you!

It is very important that during check-in you inform us related to your diet and needs. You will be provided with an identification card with all the information regarding your diet (see below), it will be essential to present to the restaurant manager in each service to facilitate communication and allow us to provide you a faster, more efficient and personalized service.



Nombre - Name :

Habitación - Room:

Check in:

Check out:

Estimados huéspedes,

Por las características de instalación, manipulación y elaboración del establecimiento, todos nuestros productos son susceptibles de contener de manera directa o indirecta algún tipo de alérgeno ó trazas de ellos. Si usted tiene algún tipo de alergia, intolerancia o necesidad alimentaria específica, informe directamente al responsable del restaurante para poder ofrecerle un servicio personalizado acorde a sus necesidades.

Muchas gracias por dejarnos cuidar de usted

Equipo Landmar Hotels

Dear Guest,

Due to the characteristics of installation, handling and elaboration of the establishment, all our products are likely to contain directly or indirectly some type of allergen or traces of them.

If you have any type of allergy, intolerance or specific food need, inform the restaurant manager directly in order to offer you a personalized service according to your needs.

Thank you for letting us take care of you

Landmar Hotels Team

Thank you

Por favor seleccione los alérgenos que correspondan
Please select the corresponding allergens

 GLUTEN	☐	 GLUTEN	☐	 SHELLFISH	☐	 PEANUTS	☐	 SOYA	☐
 SESAME	☐	 EGG	☐	 MUSTARD	☐	 MILK	☐	 LUPINE	☐
 MUSTARD	☐	 FISH	☐	 CELERY	☐	 SULPHITES	☐		

Comentarios
Comments

Le rogamos presente esta tarjeta al responsable de servicio en todas sus interacciones en nuestros restaurantes & bares

We kindly ask you to present this card to the restaurant manager in all your restaurants & bar interactions

3- Allergies & intolerances

a. Buffet service

In the case of having allergies or mild intolerances that allow you to make use of the buffet service, you will find all the products on display with their individual labeling, which specifies all the allergens that are involved in this preparation, but remember that since it is a self-service we can guarantee the presence of traces and/or cross contamination. **In case of severe allergies please do not use the self-service buffet**, contact the staff by providing the allergen card previously delivered in order to personalized your meal preparation. Please consider that this service could take a few minutes.

Labeled iconography



Consider that we have available gluten-free products, breads, pastries, cookies, cereals, pasta, pizza and lactose-free products such as milk & yoghurts but if you suffer combined allergies we will not always be able to solve your needs immediately if we do not have any previous information

b. A la carte restaurants

In the restaurant, a diagram with a description of allergens for each preparation will be attached to the menu. It is very important when taking the order **ALWAYS to transmit to the waiter all allergies and intolerances** to inform the kitchen.

Please do not assume that a product does not contain allergens.

4- Vegetarian & Vegan

a. Buffet service

The buffet service has a wide selection of vegetarian & vegan dishes at your disposal, each of which will be identified with an iconography on the individual labeling of each product.

Labeled iconography



VEGETARIAN



VEGAN

b. A la carte restaurants

We have various options for vegetarian & vegan dishes on our menus, but if you have any suggestions or special, please let us know and we will be happy to make it come true according to your tastes and preferences.

5- Halal

In case you request a Halal diet, contact our call center at holidays@landmarhotels.com at least 15 days prior to your stay,

Information needed:

- Your reservation number
- Requested product

We will do everything possible to satisfactorily manage your request

You will receive an email confirming your request.

6- Koscher

In case of need of a strict Koscher menu for your stay, the supply will be managed with a specialized external company. To do this, you must contact our call center at holidays@landmarhotels.com at least 15 days prior to your stay,

Indicating the necessary products in order to verify availability and manage their supply on time.

Information needed:

- Your reservation number
- Requested product

We will do everything possible to satisfactorily manage your request

You will receive an email confirming your request.

This service will have an additional cost

Thank you

Enjoy your Landmar stay