

# Food Allergies at Sea



## Cruise Lines Researched

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## FARE Team of Researchers

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## **Research Aim:**

The focus of this research project was to evaluate the food allergy accommodation level provided on various cruise lines. The set of questions evaluated were the following:

- Is there a specific restaurant or buffet on the ship geared toward passengers with food allergies?
- Are there food allergy accommodations only in the main dining room or are they available at various eating areas around the ship?
- Are there food allergy menus or is there ingredient information available?
- Is there an option to plan ahead and let your waiter / waitress know before you board that you have food allergies, or do you wait and tell the server the first night?
- Does the cruise line have to be notified in writing before boarding of any food allergies?
- Are there meals available specific to a person's food allergies?
- What precautions are taken for cross-contamination concerns regarding buffets?
- Is there adequate medical staff and supplies available on the boat? Specifically, are there nurses on call 24/7? Do they stock epinephrine, steroids, and a breathing apparatus on board?

Some cruise lines had information available on the company website. For others, we were able to ask questions on the phone. And some had very little information on the website or phone about food allergies. Therefore, very different levels of information are presented for each cruise line.

## Azamara Club Cruises

**Is there a specific restaurant or buffet on the ship geared toward passengers with food allergies?**

The main dining hall is best because your server will be prepared to accommodate.

**Are there food allergy menus or ingredient information available?**

Food will be specifically made according to the allergens listed in the document before boarding.

**Is there an option to plan ahead and let your waiter/waitress know before you board that you have food allergies, or do you wait and tell the server the first night?**

Yes, let them know before. Requests must be submitted in writing no later than 40 days prior to sailing for Caribbean cruises, and 80 days prior to sailing for all other regions. Cruise ship needs a written list of allergens before boarding.

**What precautions are taken for cross-contamination concerns regarding buffets?**

Buffets are for everyone; therefore, they do not accommodate for specific food allergies. All food is mixed (example: no specific areas for nut desserts).

**Are there adequate medical staff and supplies available on the boat? Specifically, are there nurses on call 24/7? Do they stock epinephrine, steroids, and a breathing apparatus on board?**

There is a medical staff on board.

## Bahamas Paradise Cruise Line

Very little information was found for this cruise line. The only information available was that the cruise line must be notified in writing before boarding.

## Carnival

**Is there a specific restaurant or buffet on the ship geared toward passengers with food allergies?**

They offer allergy-friendly foods in their dining rooms and on the Lido Deck. They can also assist in planning your daily meals in the dining room. They offer food options that do not include the top food allergens.

**Are there food allergy accommodations only in the main dining room or are they available at various eating areas around the ship?**

Although there are a number of options at the various restaurants, special dietary and food requests can be accommodated in the main dining rooms only.

**Are there food allergy menus or ingredient information available?**

Gluten-free pizza dough, pasta, bread for deli sandwiches, and hamburgers buns, as well as cake are available upon request. Plus, our frozen desserts and yogurt are gluten-free. All items are freshly prepared and may take a little longer than regular menu items. Gluten-free beer, Estrella Damm Daura, is available for your enjoyment.

**Is there an option to plan ahead and let your waiter / waitress know before you board that you have food allergies, or do you wait and tell the server the first night?**

Please discuss this the first evening of your cruise. Once on board, we ask you speak with the headwaiter or dining room host in advance, so they can assist in planning your daily meals in the dining room. This will allow us the necessary time to prepare foods, as requested, in a timely manner.

**Are there meals available specific to a person's food allergies?**

They serve snacks and meals. The snacks vary per ship, including snacks for children with food allergies.

**Is there adequate medical staff and supplies available on the boat? Specifically, are there nurses on call 24/7? Do they stock epinephrine, steroids, and a breathing apparatus on board?**

Youth staff can use epinephrine auto-injectors. Carnival carries epinephrine on board.

## Celebrity Cruises

**Is there a specific restaurant or buffet on the ship geared toward passengers with food allergies?**

Main dining room is best because servers can accommodate specifically to you.

**Are there food allergy accommodations only in the main dining room, or are they available at various eating areas around the ship?**

The main dining room is the best option for the most part because there is an area set up for food allergy passengers that is accommodating to allergens.

**Are there food allergy menus or ingredient information available?**

Passengers can ask about ingredients. Celebrity is working with Dine Aware, a company that helps food service staff improve their understanding of food allergies. This program is helping them create new food allergy standards on their ships. Dine Aware started in November 2016.

**Is there an option to plan ahead and let your waiter / waitress know before you board that you have food allergies, or do you wait and tell the server the first night?**

Either way; planning ahead is advised, but they will still allow passengers to let their server know the first night.

**Does the cruise line have to be notified in writing before boarding of any food allergies?**

Yes, it is best to inform the staff so they can be aware and safe. They also need to get the right supplies.

**Is there adequate medical staff and supplies available on the boat? Specifically, are there nurses on call 24/7? Do they stock epinephrine, steroids, and a breathing apparatus on board?**

Youth staff are not allowed to give epinephrine. Parents register their children, leave the epinephrine, and talk to the staff. Staff are trained to recognize emergencies and to tell the medical staff immediately. Staff use a special form to help them keep children with food allergies safe during meal times. To avoid allergic reactions, children cannot bring food or drinks into

Celebrity's youth programs and snacks are not served. They do serve the children lunch and dinner in their Oceanview Cafe. It is set up to handle food allergies and other dietary restrictions.

Guests must ensure that they bring an adequate supply of any medication they require for the entire duration of the cruise. The ship's medical centers may not have a supply of any needed medication and not all medications will be available in the ports-of-call.

## Crystal Cruises

### **Is there a specific restaurant or buffet on the ship geared toward passengers with food allergies?**

All Crystal Cruise guests are welcome to dine at any of our dining locations onboard. Food allergies can be accommodated; please speak to your server or the restaurant manager.

### **Are there food allergy accommodations only in the main dining room, or are they available at various eating areas around the ship?**

Food allergy accommodations can be made throughout Crystal Cruise ships, including in-suite dining and 24-hour room service. To ensure your safety, please discuss your needs with your server or dining manager.

### **Are there food allergy menus or ingredient information available?**

While individual food allergy menus are not available on Crystal Cruises, ingredient information is always available upon request. Please speak to your server and/or chef if you would like to review meal ingredients.

### **Is there an option to plan ahead and let your waiter/waitress know before you board that you have food allergies, or do you wait and tell the server the first night?**

Please confirm your arrangements with the Food & Beverage staff on the day of embarkation to ensure all is in order. (Note, there may be a charge for some special requests, as well as any applicable shipping fees.)

### **Does the cruise line have to be notified in writing before boarding of any food allergies?**

Yes. If you require a special diet or need specific food items during your cruise, or if you have any food allergies, Crystal Cruises ask that you submit your written dietary requests to its Onboard Guest Services Department by fax to 310-785-3975, or by email to the appropriate Onboard Guest Services team (based on your cruise/ship) at least 90 days (3 months) prior to sailing.

### **Are there meals available specific to a person's food allergies?**

Meals will be customized according to your needs. Please discuss your requirements with our chefs, your server, and/or the dining room manager.

### **What precautions are taken for cross-contamination concerns regarding buffets?**

Crystal Cruise staff are trained using industry standards to take precautions in the preparation and serving areas to minimize cross contamination when preparing and serving meals for passengers with food allergies.

### **Is there adequate medical staff and supplies available on the boat? Specifically, are there nurses on call 24/7? Do they stock epinephrine, steroids, and a breathing apparatus on board?**

Crystal Cruises, Crystal Yacht Cruises, and Crystal Expedition Cruises sail with a professional medical staff on board and provide basic medical service/assistance.

Crystal RIVER Cruises ships do not have medical facilities and do not sail with a dedicated medical staff onboard. However, medical service(s) can be easily contacted from local shoreside facilities, if required.

## Disney Cruises

### **Is there a specific restaurant or buffet on the ship geared toward passengers with food allergies?**

There is not one specific restaurant designated for people with food allergies. Disney Cruise Line states that allergy-friendly meals are served or can be requested at most Disney Cruise Line restaurants and dining locations, with table service restaurants being the easiest to accommodate your requests. Buffet areas are the most difficult location to accommodate requests in a timely manner, but the manager at the buffet will prepare your meal separately from the buffet to minimize cross-contamination issues.

### **Are there food allergy accommodations only in the main dining room or are they available at various eating areas around the ship?**

Food allergy accommodations are made everywhere on the Disney cruise ship, including table service, quick service, buffet areas, and in-room dining. Due to limited galley space and preparation areas, special dietary requests may not always be accommodated in quick-service food locations or through in-room dining.

### **Are there food allergy menus or ingredient information available?**

Allergy-friendly menus are available at both table service and quick service locations. Buffets provide allergen guides and alternate meal options, and a dining staff member will walk you through the buffet line to help you decide which foods are safe for you.

### **Is there an option to plan ahead and let your waiter / waitress know before you board that you have food allergies, or do you wait and tell the server the first night?**

Guests with food allergies should contact Disney Cruise Line and note all relevant food allergies prior to the cruise. In addition, guests should plan to discuss their dietary requirements with their designated head server upon arrival at the restaurant.

At table service restaurants, guests may pre-select their meal (breakfast, lunch, and/or dinner) from a menu a day in advance.

### **Does the cruise line have to be notified in writing before boarding of any food allergies?**

Notify the Disney Cruise Line Contact Center or your travel agent of your food allergy requirements at least 4 weeks prior to your sail date. For concerns regarding life-threatening or severe dietary allergies, notify the Special Services team at 407-566-3602 at least 4 weeks prior to your cruise. You may request the dietary request form via phone by calling 1-800-951-3532. Once aboard the ship, dietary allergies should also be brought to the attention of your Disney Head Server, and you should plan to attend the Dining Session the first day that you board to discuss your food allergy requirements with the on-board food services team.

### **Are there meals available specific to a person's food allergies?**

No, there are not meals available specific to a person's food allergies. Your Disney Head Server will discuss safe meal options with you.

**What precautions are taken for cross-contamination concerns regarding buffets?**

Disney strives to use reasonable efforts in our food sourcing, preparation, and handling procedures to avoid the introduction of the named allergens into your menu choices. If you wish to dine at the buffet, please speak to the Disney manager on site, and s/he will prepare a separate meal for you to minimize cross contamination of allergens. While Disney takes steps to prevent cross-contamination, Disney does not have separate allergy-friendly kitchens and is unable to guarantee that a menu item is completely free of allergens.

**Is there adequate medical staff and supplies available on the boat? Specifically, are there nurses on call 24/7? Do they stock epinephrine, steroids, and a breathing apparatus on board?**

In the event of a medical emergency, a doctor and nurse are on call 24/7. The Disney Health Center, located on Deck 1 of each cruise ship, is outfitted and stocked in a similar fashion to a typical primary care physician's office.

If you forget your EpiPen and suffer from life-threatening food allergies, EpiPens are available on a case-by-case basis at the ship's Health Center and at First Aid.

## **Holland America**

**Is there a specific restaurant or buffet on the ship geared toward passengers with food allergies?**

Whether you wish to enjoy fine dining, casual dining, or in-room dining, your meals on board Holland America will be prepared with your food allergy accommodations in mind. Holland America staff will do their best to assist you.

**Are there food allergy accommodations only in the main dining room or are they available at various eating areas around the ship?**

Food allergy accommodations are available throughout the ship. Please bring your food allergy needs to the attention of your server or any member of our culinary team.

**Are there food allergy menus or ingredient information available?**

While our main ingredients are listed with each menu item, you may not know if a meal contains trace amounts other common allergens such as nuts, milk or butter. If you are excited about a menu item, but not sure if it is free of your allergens, speak to your server and our culinary team to be sure that each meal is safe and healthy for you to enjoy.

**Is there an option to plan ahead and let your waiter / waitress know before you board that you have food allergies, or do you wait and tell the server the first night?**

Food allergies will be noted at the time of your booking. However, please remind any server or member of our culinary team of your food allergy accommodation requests at each meal. The staff of Holland America will do its best to provide an enjoyable and delicious meal that meets your needs.

**Does the cruise line have to be notified in writing before boarding of any food allergies?**

Yes. If you have special dietary needs that require assistance, please contact Ship Services at least three weeks prior to your departure: 1-800-541-1576.

**Are there meals available specific to a person's food allergies?**

Each meal is prepared based on the needs of the cruise passenger and their food restrictions. Please discuss your requirements with a member of the dining staff.

**What precautions are taken for cross-contamination concerns regarding buffets?**

Holland America staff are required to complete training that includes cross contamination prevention. Clean utensils, frequent cleaning of buffet stations, and other measures are in place to minimize the odds of cross contamination but cannot guarantee cross contamination has not occurred. Please discuss your food allergy restrictions with a member of the dining staff so that we may provide you with a safe and delicious meal.

**Is there adequate medical staff and supplies available on the boat? Specifically, are there nurses on call 24/7? Do they stock epinephrine, steroids, and a breathing apparatus on board?**

Each Holland America Line ship has a medical center carrying much of the standard equipment found in North American hospital emergency departments. While not a full-service hospital, the onboard medical center accommodates most emergencies and routine medical procedures.

The on-board medical center maintains regular hours daily from 8:00 a.m. to 6:00 p.m. The medical officers respond to on-board emergencies 24 hours a day.

Although a well-stocked pharmacy is available onboard to treat most conditions, guests are advised to bring their own prescription medications with them.

## **North Pacific Expeditions**

**Is there a specific restaurant or buffet on the ship geared toward passengers with food allergies?**

Because the entire ship only accommodates 12 guests, there is only one dining room.

**Are there food allergy accommodations only in the main dining room, or are they available at various eating areas around the ship?**

The chef ensures safe meals. This is a very small yacht, so the chef is the main contact point of contact for allergy concerns once onboard.

**Are there food allergy menus or ingredient information available?**

Yes, both food allergy menus and ingredient information are available via the chef.

**Is there an option to plan ahead and let your waiter/waitress know before you board that you have food allergies, or do you wait and tell the server the first night?**

Before your journey begins, you can provide information on your dietary needs or allergies, which are all taken into account for meal planning. The chef is the main point of contact upon boarding.

**Does the cruise line have to be notified in writing before boarding of any food allergies?**

Please note allergies with the Director of Sales and Marketing when making your reservation. The Director will coordinate this information with the chef.

**Are there meals available specific to a person's food allergies?**

The chef has a wealth of experience with various allergy and dietary needs and will work with you directly as much as necessary so that you are comfortable and taken care of throughout the cruise.



**What precautions are taken for cross contamination concerns regarding buffets?**

Meals are not served buffet style on this small vessel.

**Is there adequate medical staff and supplies available on the boat? Specifically, are there nurses on call 24/7? Do they stock epinephrine, steroids, and a breathing apparatus on board?**

There is no physician nor nurse on staff; basic first aid supplies and an AED are onboard. The Captain is first aid/CPR-qualified, and some staff are trained Wilderness First Responders. For serious issues, a satellite phone would be used to contact the Coast Guard for assistance.

## Norwegian Cruise Lines

**Is there a specific restaurant or buffet on the ship geared toward passengers with food allergies?**

All Norwegian dining options are available to our passengers with food allergies. However, it is easiest to accommodate your requests at our main dining rooms and our specialty dining options. It may take a bit more time to accommodate your needs at our buffets if a meal needs to be specially prepared.

**Are there food allergy menus or ingredient information available?**

Ingredient information is available upon request. Please ask your server for details.

**Is there an option to plan ahead and let your waiter / waitress know before you board that you have food allergies, or do you wait and tell the server the first night?**

Your specific food allergies will be noted in your reservations when you book your cruise, and this will be relayed to all dining reservations that you make during your cruise.

**Does the cruise line have to be notified in writing before boarding of any food allergies?**

NCL requires you to notify NCL of your food allergies AT LEAST 30 days prior to sailing. This is best accomplished when you book your cruise with your travel agent.

**Are there meals available specific to a person's food allergies?**

Norwegian Cruise Lines does not provide allergen-specific menus/meals, but a member of the culinary or dining staff is always available to discuss the specifics of your meal selection.

**What precautions are taken for cross-contamination concerns regarding buffets?**

All members of our culinary team, including chefs, servers, and kitchen staff are trained to take precautions to minimize cross contamination. Such measures may include hand washing, surface cleaning, using separate utensils, and taking other measures to avoid cross-contamination with allergens during the cooking or serving process.

**Is there adequate medical staff and supplies available on the boat? Specifically, are there nurses on call 24/7? Do they stock epinephrine, steroids, and a breathing apparatus on board?**

A physician and nurse are on each ship to provide medical care and services at customary charges. Commonly used medications and basic medical supplies are kept on board and may be prescribed by the ship's doctor. The medical facilities are not open 24/7, but an on-call nurse or physician is always available for emergencies.

## Oceania

Note: When you book the cruise, they document their records which alerts the Special Services department. The cruise line states that they are able to work to manage everyone's food allergies. However, once you book the cruise, you are required to sign a legal document which states the following: "Due to the severity of your allergy, we cannot guarantee that cross-contamination will not occur. We do pride ourselves in taking care of dietary requests with the utmost care and preparation. Once on board, the restaurant manager will meet with you to review all dietary needs and restrictions noted."

**Is there a specific restaurant or buffet on the ship geared toward passengers with food allergies? Are there food allergy accommodations only in the main dining room, or are they available at various eating areas around the ship?**

When you meet with the restaurant manager, he will alert you of all the restaurant venues on the ship so that you can safely eat at all the restaurants. The restaurant manager will work with you to build a schedule to know where you will be eating each meal during your trip.

**Are there food allergy menus or ingredient information available?**

When the restaurant manager builds your eating schedule, he will likely share with you the menus for a couple of days out.

**Is there an option to plan ahead and let your waiter / waitress know before you board that you have food allergies, or do you wait and tell the server the first night?**

Once you board, you meet with the restaurant manager who will alert your servers at each restaurant. You will develop a schedule with the restaurant manager so that he can work with the appropriate servers.

**Does the cruise line have to be notified in writing before boarding of any food allergies?**

When you make the reservation, it is advised that you alert the cruise line so that they can inform the Special Services Department and best manage the situation. As stated, the cruise line will then have you sign a legal document.

**Are there meals available specific to a person's food allergies?**

Yes.

**What precautions are taken for cross-contamination concerns regarding buffets?**

Unfortunately, the cruise line cannot guarantee that cross-contamination will not occur anywhere on the ship.

**Is there adequate medical staff and supplies available on the boat? Specifically, are there nurses on call 24/7? Do they stock epinephrine, steroids, and a breathing apparatus on board?**

Yes, there is a medical center on board 24/7. The center stocks all necessary medications.

## Paul Gauguin Cruises

**Is there a specific restaurant or buffet on the ship geared toward passengers with food allergies? Are there food allergy accommodations only in the main dining room, or are they available at various eating areas around the ship?**

There are three different restaurants on the ship. The ship works to accommodate allergies in all three restaurants. Food allergy accommodations are available in all three ship restaurants. The main restaurant is L'Etoile, and they also have two specialty restaurants which require a reservation.

**Are there food allergy menus or ingredient information available?**

Menus are printed a day in advance on the Paul Gauguin ships. When you arrive on the ship, please work with the maître d' to determine which meals and food items are safe for your specific allergy.

**Is there an option to plan ahead and let your waiter/waitress know before you board that you have food allergies, or do you wait and tell the server the first night?**

When you make a reservation for a Paul Gauguin Cruise, you must alert the ship of all of your allergies. Once you are on board, work with your maitre'd on a daily basis to determine which meals are safe for your desired restaurants.

**Does the cruise line have to be notified in writing before boarding of any food allergies?**

The cruise line needs to be alerted upon making your reservation.

**Are there meals available specific to a person's food allergies?**

The ship will work with each individual to accommodate all of their food allergies.

**What precautions are taken for cross contamination concerns regarding buffets?**

The ship does their best to accommodate each food allergy but cannot guarantee there will not be cross-contamination as they are small ships without separate food galleys.

**Is there adequate medical staff and supplies available on the boat? Specifically, are there nurses on call 24/7? Do they stock epinephrine, steroids, and a breathing apparatus on board?**

There is a mini hospital onboard each ship stocked with all medications. A physician always travels with the ship. An individual can be medevacked and on land within 30 minutes.

## **Pearl Seas Cruises**

**Is there a specific restaurant or buffet on the ship geared toward passengers with food allergies?**

All restaurants on the Pearl Seas cruises cater to an individual's dietary needs, including allergy needs.

**Are there food allergy accommodations only in the main dining room, or are they available at various eating areas around the ship?**

The ship works to accommodate allergies in all ship restaurants.

**Are there food allergy menus or ingredient information available?**

When you make a reservation, alert the cruise line of your allergies. This information will then be shared in your passenger manifesto. When you arrive at any restaurant, the waiter or waitress

will already be aware of your allergies and be prepared to share with you what you can or cannot eat.

**Is there an option to plan ahead and let your waiter/waitress know before you board that you have food allergies, or do you wait and tell the server the first night?**

When you make the reservation and share your allergy information, this will then be included in your passenger manifesto. This manifesto will then be shared with every waiter/waitress that will be serving you on the ship.

**Does the cruise line have to be notified in writing before boarding of any food allergies?**

You need to notify the ship when making your reservation.

**Are there meals available specific to a person's food allergies?**

When you arrive at each restaurant, your waiter or waitress will be prepared to advise you on the food that is safe or not safe for your food allergy(ies). As it is a small ship, on average 210 passengers, the waiters and waitresses will be prepared to advise you on the foods that are safe to eat at all times.

**What precautions are taken for cross-contamination concerns regarding buffets?**

As this cruise line has very small ships, the chefs are very good at working to avoid cross-contamination and all food is cooked to order.

**Is there adequate medical staff and supplies available on the boat? Specifically, are there nurses on call 24/7? Do they stock epinephrine, steroids, and a breathing apparatus on board?**

A nurse practitioner is always on board and stocks the necessary medications.

## **Polar Cruises**

**Is there a specific restaurant or buffet on the ship geared toward passengers with food allergies? Are there food allergy accommodations only in the main dining room, or are they available at various eating areas around the ship?**

On most ships, there is only one dining room, but on some of the bigger cruises, there are two dining rooms. All dining rooms accommodate passengers with food allergies. The chef will meet with you at the beginning of voyage to advise you on what you can eat and what you must avoid.

**Are there food allergy menus or ingredient information available?**

No, but you can talk to the chef at the beginning of the cruise and figure out where and what you can eat safely.

**Is there an option to plan ahead and let your waiter/waitress know before you board that you have food allergies, or do you wait and tell the server the first night?**

Prior to boarding, you will indicate your allergies on the necessary passenger forms so that the staff is aware and can prepare before your arrival to the ship.

**Does the cruise line have to be notified in writing before boarding of any food allergies?**

Prior to boarding, you will indicate your allergies on the necessary passenger forms so that the staff is aware and can prepare before your arrival to the ship.

**Are there meals available specific to a person's food allergies?**

Yes, the ship works well with passengers to accommodate food allergies.

**What precautions are taken for cross-contamination concerns regarding buffets?**

Polar Cruises are small ships with fewer passengers, and they work hard to avoid cross-contamination.

**Is there adequate medical staff and supplies available on the boat? Specifically, are there nurses on call 24/7? Do they stock epinephrine, steroids, and a breathing apparatus on board?**

All ships have doctors on board and have the appropriate medicine to address allergy issues.

## Princess Cruises

Very little information was found for this cruise line.

- For food allergy needs, you may talk to chefs at the restaurants and buffets. They will tell you what is safe and not safe. We have a dedicated and protective wait staff.
- Dessert - sherbet is milk free.

## Quark Expeditions

Very little information was found for this cruise line.

There is a knowledgeable and attentive staff to handle food allergy needs. The head chef is Chef Manfred. Most of the food is made on the ship and not bought from companies. Food is made from scratch.

## Regent Seven Seas Cruises

Very little information was found for this cruise line.

- Staff members go out of their way to serve guests with food allergies. They give you a special menu online the day before you eat. They make adjustments to the ingredients in the menu.
- Before boarding the ship, check with the CO-chef or agent on board to help you with dining.

## Royal Caribbean International

**Is there a specific restaurant or buffet on the ship geared toward passengers with food allergies? Are there food allergy accommodations only in the main dining room, or are they available at various eating areas around the ship?**

We can accommodate most special dietary requirements in our main dining room where there is a greater degree of control over the production and service of special meals. Unfortunately, due to the limitations of the Specialty Restaurants' galleys, we cannot customize the offerings in these locations.

**Are there food allergy menus or ingredient information available?**

Vegan menus are available upon request at the Main Dining Room.

**Is there an option to plan ahead and let your waiter/waitress know before you board that you have food allergies, or do you wait and tell the server the first night? Does the cruise line have to be notified in writing before boarding of any food allergies?**

All you have to do is notify us at least 45 days prior to sailing (90 days for European/South American itineraries). Kosher for Passover meal requests MUST be received 90 days in advance in order to be accommodated. Contact your travel advisor or Certified Vacation Planner and request that the remark be noted in your reservation details. If you made your reservation online at royalcaribbean.com you may add your request to the "update personal information." section.

You may also send an e-mail request to [special\\_needs@rccl.com](mailto:special_needs@rccl.com); please include in the e-mail the guests' names, booking number, ship name and sail date. E-mails will receive an automated response. We kindly ask that guests do not call Royal Caribbean International suppliers with specific questions.

Special meal requests that are received less than 45 days from sailing (90 days for European/Asian itineraries) are dependent on the ship's product availability. We will try to accommodate to the best of our ability.

**Are there meals available specific to a person's food allergies?**

Tell the manager and chef about your allergies, and they will clean off the grill and make your food separate from other items. We make every effort to accommodate our guests' dietary requirements whenever possible.

We can accommodate dietary needs such as: food allergies, gluten-free, kosher, low-fat and low-sodium. A variety of vegetarian meals are available on all menus in the Main Dining Room and Windjammer Cafe every day. Guests do not need to make a special request for these meals.

Lactose-free/soy milk, Ensure, and kosher meals are available at no extra charge.