

THE WESTIN

SOUTH COAST PLAZA
COSTA MESA

Food Allergies and Dietary Requirements

The Westin South Coast Plaza and its associates are committed to offering a wide range of food options for all of our guests and visitors. We strive to provide menu selections that enhance our guest's well-being and we pride ourselves in the quality of our offerings and services. We also do everything within our power to 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. Whether dining at a full service restaurant, group and catering event, or through in-room-dining, a guest's food allergy or intolerance requirements will be addressed, when brought to our attention. We cannot guarantee that we will be able to meet all requests, but will attempt to the best of our ability and whenever reasonably possible.

General Information

The Westin South Coast Plaza 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 Westin South Coast Plaza, 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. Please note that we do not have separate kitchens to prepare allergen-free items or separate dining areas for guests with allergies or intolerances. Please inform the Front Desk, restaurant or catering manager that someone in the party has a food allergy or intolerance.

Guests staying at The Westin South Coast Plaza have access to an in-room refrigerator. If extra refrigeration space is needed, guests can request an additional refrigerator be placed in their guest room (subject to availability). Please be aware individual guests are responsible for verifying the refrigerator is set to the required temperature for their food storage.

Our staff members are prohibited from storing, preparing, cooking or reheating any food brought into our hotel by guests.

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. 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.

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. We do have available upon request recipes of meals served through in-room-dining and at the Lobby Lounge restaurant. These recipes outline ingredients and preparation methods for select meals. We are also happy to attempt to work within any dietary requests and may suggest 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. Please note refrigerators are available in all guest rooms that can be utilized for medication storage. However, please be aware individual guests are responsible for verifying the refrigerator is set to the required temperature.