# SeaWorld Parks & Entertainment Frequently Asked Questions Allergens

#### Can I bring my own allergen-friendly food into the parks?

Yes, for diet-restricted guests, we allow carry coolers that are collapsible. We do not allow wheeled coolers. Please note that we will not be able to hold your food for you while you are in the park, but you will have the option of leaving the cooler in your car and re-entering the park.

### Do the parks serve allergen-friendly meals?

Yes. We offer meals that are free of the most common food allergens. They are gluten (free of wheat, barley and rye), dairy, egg, peanuts, tree nuts, soy, fish, and shellfish.

For a gluten-free meal, please talk to a supervisor at the meal facility. They will help you choose a gluten-free selection off of our menu or offer you some of our prepackaged gluten-free options.

## Is your staff trained to handle allergen-friendly meal requests?

Yes. Our culinary managers and supervisors have been educated and trained in Allergen Management in conjunction with FARE (Food Allergy Research and Education) resources and will be prepared and eager to assist you in choosing a safe meal.

#### Do you have a plan in place to eliminate cross contact?

Yes. We have special procedures in place to ensure that no cross contact takes place in the preparation of your special meal. These procedures are not standard for all meals so please discuss your allergy needs and the preparation process of your meal with a supervisor upon arriving to a meal facility.

### How do I order an allergen-friendly meal?

Identify yourself at any of our restaurants, by either going straight to a cashier or finding a team member, and ask to speak to a supervisor. The supervisor will then discuss your allergen needs with you, help you choose a safe and delicious selection, and personally oversee the preparation of your meal.

#### What other products do you have?

Aside from a variety of menu options at our parks that can be adjusted to fit your allergen needs, we also offer several prepackaged Allergen Friendly items. Currently we carry Divvies prepackaged treats that are nut-, egg-, and dairy- free as well as Gluten Free To Go products, prepackaged snack packs free of all eight common allergens.

### What if I have an allergy other than one of the common allergens?

If you have an allergy that is not one of the eight most common allergies, we have processes in place to help you make a safe decision. Please talk to a supervisor upon arriving at a meal facility and they will work with you to determine a safe meal.

#### Do you use peanuts or peanut oil in cooking?

For frying and cooking we use canola oil. We do offer peanuts in our ice cream and candy shops, so anyone with a peanut allergy should exercise extra care in these locations.

Tree nuts are used as ingredients in certain breads, cakes, and other menu items, so guests with a tree nut allergy should talk to a supervisor upon arriving at a meal facility so they may work with them to determine a safe meal.