

HOW WE HANDLE ALLERGENS



We want everyone to enjoy a CUPP safely. This policy explains what allergen information we give you, how our drinks and food are made, and what to do if you have an allergy or intolerance. It applies to every CUPP store in the UK and to our online shop.

THE 14 ALLERGENS

For every drink, topping and dish on our menu we tell you which of the 14 allergens named in UK law it contains:

- Celery
- Cereals containing gluten
- Crustaceans
- Eggs
- Fish
- Lupin
- Milk
- Molluscs
- Mustard
- Tree nuts
- Peanuts
- Sesame
- Soya
- Sulphites

Our drinks and food allergen charts are on our website at cupp.cafe/uk/allergens and are available in every store. Ask any member of the team and they will show you.

BEFORE YOU ORDER

- Please tell the team about any allergy or intolerance before you order, every time, even for a drink you have had before.
- The team will check the allergen chart with you. If you are unsure about anything, please don't order it.
- If you order online, through the CUPP app or a delivery app, check the allergen charts before you order and contact the store if you have any questions.

MILK AND PLANT MILKS

- Many of our drinks are made with dairy milk. You can switch most milk drinks to oat or soya milk.
- Oat milk contains cereals containing gluten, and soya milk contains soya.
- Items marked * on our menu always contain dairy and can't be made without it.

HOW OUR DRINKS AND FOOD ARE MADE

- Our stores are busy, open kitchens. We use shared equipment, such as shakers, blenders, scoops and fryers, for different drinks and dishes.
- We clean equipment throughout the day and take care to follow our recipes, but we can't guarantee that any drink or dish is completely free from any allergen.
- Some ingredients carry a "may contain" warning from the supplier (for example, may contain tree nuts, peanuts or sesame). We show these on our charts.

On our menu: V vegetarian · VG vegan · * always contains dairy. Vegan and vegetarian labels describe the ingredients, not the kitchen, and don't mean a drink or dish is free from allergens.

TOPPINGS

Tapioca pearls, popping boba, jellies and mochi are not suitable for children under 5.

KEEPING INFORMATION UP TO DATE

Recipes and suppliers can change. We review our allergen charts whenever a recipe, ingredient or supplier changes, and at least every six months. The date on each chart shows when it was last updated. Limited-edition drinks have their allergen information added before they go on sale.

OUR ONLINE SHOP

Products in our online shop are packaged foods. Please read the ingredients and allergen information on each product page and on the packaging before use.

QUESTIONS

If you have a question about allergens, ask the team in store or email customerservice@cupp.cafe. If you think you have had an allergic reaction, seek medical help straight away.