

Holiday Support Guide

This guide is intended for patients, and carers, who have been prescribed Nutricia Metabolic products by a Healthcare Professional.

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Welcome to the Nutricia Holiday Support Guide

At Nutricia we understand that organising holidays can be stressful. We hope to support to you in every way possible with this simple step-by-step guide. We advise that you follow this guide to help ensure your trip goes as smoothly as possible.

Essential Travel Advice

- Prior to travel, build up a supply of the required protein substitute and low protein foods that you will need for your holiday. Keep these separate from your current supply.
- It is important that you plan what you will eat on the way to your holiday destination.
- Take plenty of low protein biscuits, crackers and 'free' sweets for the journey, in case you are hungry or delayed. These are also very useful if food labels are in a different language.
- Take some packed lunches in suitable containers.
- Bring an extra supply of your protein substitute and low proteins foods in the event that your plane, bus or train is cancelled.
- Make sure that you distribute your protein substitute and low protein foods in more than one bag in case one of your bags is lost or stolen.

Group Outings & School Trips

- Speak to the group organiser and explain your/your child's dietary requirements to them.
- Ask the organiser for the hotels/caterers contact number so that you can also speak directly with them about these dietary requirements.
- Ask the hotel/caterer to provide you with the menus that they will be using for the group. Suggest simple dietary alternatives that they could prepare in line with these menus. Providing them some simple recipes can be helpful.
- Provide the hotel/caterer with the low protein foods in advance. If possible, send extra samples of your low protein products so that they can practice.
- Make sure to bring extra low protein foods with you to allow for spillages.

Accommodation

Questions to Ask in Advance of Booking Hotel Accommodation

- What type of meals do the hotel provide? A buffet style meal would offer a wide selection of food options.
- Would they be willing to prepare low protein pasta or pizza dishes? It may also be a good idea to provide them with some simple recipe ideas.
- Is there fridge in the room? This is very useful for storing readymade meals, milk and protein substitutes. If not, enquire if it would be possible for you to store your essential foods (labelled) in the hotel fridge. If these options are not possible you will need to invest in a good cool bag or ice pack.

Questions to Ask in Advance of Booking Self-Catering Accommodation

- What type of equipment is in the kitchen? You will likely need a fridge, hob, oven, microwave and toaster.

Dietitian / Doctor Letter

After you have booked your holiday, contact your Dietitian/Doctor to request a letter outlining the details of your/your child's condition, in addition to the need for a protein substitute and low protein food. Once you receive this letter you should make at least two copies: one to carry throughout your journey and the second to post to the airline that you are travelling with (if required). Please note: If you haven't attended clinic in the last year, you need to make an appointment to obtain a letter for travelling abroad.

Powdered Protein Substitutes

It may be useful to switch to a powdered protein substitute when travelling abroad, to reduce your overall luggage weight. Nutricia Metabolics have powdered equivalents of all their liquid protein substitutes. Please contact your Dietitian or healthcare professional for more information and advice on these options.

Contacting the Airline

Contact your airline's customer service department to notify them of your travel requirements and to find out what their policy is regarding travel with medical food. Often the airlines have a medical baggage allowance. If using a travel agent, they may be your first point of contact.

- You can get contact details from the airline's website or confirmation email.
- Notify the airline of your flight number, travel dates and destination.
- State your/your child's dietary requirements
- Enquire if they can accommodate your/your child's dietary requirements during the flight.
- Inform them that you will need to carry some low protein food and protein substitute with you on the flight (minimum of 3 days' supply advised)
- Let them know you will be checking in low protein foods and protein substitutes, and their total weight (see below). Please also include the weight of the suitcase.
- Ask whether you will be over the luggage weight allowance (allow for your standard luggage) and what their policy is regarding excess luggage rates in these circumstances.
- Ensure you have your customs letter/medical letter to hand and your emergency letter (if required). The airline may request written notification for their records. Alternatively, they may require a medical form to be completed.

Approximate weight per protein substitute*

PRODUCT	PACK SIZE	WEIGHT PER CASE
PKU Loplex LQ10	60 x 62.5ml	4kg
PKU Lophlex LQ20	30 x 125ml	4kg
PKU Lophlex Powder sachets	30 x 27.8g	1kg
PKU Anamix Junior LQ range	36 x 125ml	5kg
PKU Anamix Junior	30 x 36g	1kg
PKU Maxamum sachets	30 x 50g	1.6kg
PKU Maxamum Tin	500g	0.6kg
PKU Anamix Infant	400g	0.5kg

The information in this table is solely provided for guidance and to help you plan your travel. If you want to know more about the available protein substitutes, please speak to your healthcare professional.

All products listed are foods for special medical purposes for the dietary management of inherited metabolic disorders and should only be used under medical supervision. Refer to labels for details.

*Please contact Nutricia Metabolics if the protein substitute you are using is not listed above. Or you will find the information you are looking for on the outside of the packaging.

Nutricia Metabolics Courier Service**

We recommend that you check in your low protein foods and protein substitutes as luggage to avoid custom's issues or misplaced consignments. However, if the duration is greater than 1 week and less than 1 month Nutricia Metabolics will courier your Nutricia protein substitute and low protein foods free of charge to your chosen destination. We will also courier low protein foods and protein substitutes for one extended holiday (of over one month duration) per person per year.

Nutricia Metabolics will require a minimum of 6-8 weeks' notice to organise a courier depending on your destination. Customs in certain countries can delay packages for several weeks. As custom delays are out of Nutricia Metabolics control, it is advised to send product several weeks in advance. We recommend that you always carry at least one week's supply with you as checked luggage, regardless of the duration of your trip. Make sure your overseas accommodation is happy to receive the product in advance and have suitable storage facilities (i.e. suitable temperatures and away from sunlight).

You will need to fill out a Nutricia Metabolics Courier Form and send to your Nutricia Metabolic Team. Nutricia Metabolic Free Phone: 1800 92 3535 (ROI) and 0800 97 3216 (NI).

****Please Note: You must be using a Nutricia Metabolic protein substitute to avail of this service.**

Essential Going Abroad Information

- When going through customs, it is advisable to carry only unopened protein substitutes.
- Ensure you have your customs letter/medical letter to hand and your emergency letter (if required).
- It is important to bring a supply of your protein substitute and low protein foods in your hand luggage in case your checked in luggage is lost or delayed. We advise carrying 3 days supply with you.
- Do not pack vacuum sealed low protein foods in your checked in suitcase, as the change in pressure may burst the packaging. You can pierce one or two air holes in the packaging and put these in your checked in case for immediate use when you arrive.
- Take basic phrases/food terms in the language required so that you know how to ask for what you want when abroad.
- Use bottled water to make up your protein substitute (if required).
- Drinks abroad may not be labelled as containing aspartame. Look out for the E numbers **E951** and **E952**.
- If travelling to high humidity areas make sure that your protein substitute is sealed properly.
- If travelling abroad for extended holidays, it may be useful to obtain international contact numbers for Nutricia Metabolics.