

## **HOLIDAY SUPPORT GUIDE**

A step by step  
guide to organising  
your holiday

# Welcome to the Nutricia Holiday Support Guide

At Nutricia we understand that organising holidays can be stressful. With this simple step-by-step guide we hope to support and assist you in every way possible to make your holiday get off to the right start. We advise that you follow this guide to ensure your trip goes smoothly.



This information is intended for parents, carers and patients, who have been prescribed a Nutricia Metabolic product by a Healthcare Professional  
All products shown are Foods for Special Medical Purposes for the dietary management of inherited metabolic disorders, and must be used under medical supervision.

## BOOKING YOUR ACCOMODATION

When booking your holiday it is important to look at your accommodation options. The following information may help you make this decision.



### Hotel Accommodation

- In advance of booking hotel accommodation for your trip, enquire about the types of meals that the hotel provides. A buffet style meal would be preferred, as it offers a wide selection of food options.
- Contact the hotel or guest house in advance and ask them if they would be willing to prepare your low protein pasta or pizza dishes. If the hotel is very accommodating, it may also be a good idea to provide them with some simple recipe ideas.
- Enquire if the hotel room has a fridge you can use, which is not just for hotel snacks and drinks. This is very useful for storing ready made meals, milks and protein substitutes. If they do not have a fridge in the room, 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.



### Self Catering Accommodation

In advance of booking your self catering accommodation, enquire about what type of equipment is in the kitchen. Successful self-catering depends on adequate kitchen facilities. You will probably need a fridge, hob, oven, microwave and toaster.



## DIETITIAN / DOCTORS LETTER



After you have booked your holiday it is important to contact your Dietitian/Doctor to request a letter which will include details of your or your child's condition and low protein food and protein substitute requirements.

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.

## CONTACTING THE AIRLINE



We recommend that you contact the airline's customer service department that you are travelling with to notify them of your travel requirements and to find out what their policy is regarding travel with medical food. If using a travel agent they may be your first point of contact.

Airline policies when travelling with medical food will differ, so it is worth checking with a customer service representative before you travel.



### Before you contact the airline

- Ensure you have your customs letter/medical letter to hand and your emergency letter (if required).
- Have your flight details at hand.
- Decide how much low protein foods and protein substitutes you will need to carry on board the flight. (Advice a minimum of 3 days).
- Calculate the weight of the full amount of your low protein foods and protein substitutes that you will check-in. Please see below a list of weights for your Nutricia Metabolic protein substitutes. Please contact Nutricia Metabolics if the protein substitute you are using is not listed below. Or you will find the information you are looking for on the outside of the packaging.

### Approximate weight per protein substitute\*

PRODUCT	PACK SIZE	WEIGHT PER CASE
PKU Lophlex LQ10	60 x 62.5ml	4kg
PKU Lophlex LQ20	30 x 125ml	4kg
PKU Lophlex Powder sachets	30 x 27.8g	1kg
Anamix Junior LQ range	36 x 125ml	5kg
PKU Anamix Junior	30 x 36g	1kg
XP Maxamum sachets	30 x 50g	1.6kg
Maxamum tin	500g	0.6kg
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 shown here are Foods for Special Medical Purposes for the dietary management of metabolic conditions and must be used under medical supervision.



## Calling the airline

- You will get contact details from the airline's website.
- First of all notify the airline of your flight number, travel dates and destination.
- State that you have special requirements due to you or your child's condition and will be checking in low protein foods and protein substitutes.
- Inform the airline that you will need to carry some low protein food and protein substitute with you on the flight.
- Give the customer service representative the total weight of your protein substitute and low protein food that you will check in.
- 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.
- Notify the airline of your dietary requirements and enquire if they can accommodate you or your child during the flight.
- The airline may request written notification for their records, in which case, you can give them a copy of the letter from your Dietitian/Doctor. Alternatively, they may require a medical form to be completed.



## 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 of their liquid protein substitutes. Please contact your Dietitian or healthcare professional for more information on these options.

**Discuss with your healthcare professional about switching to a powdered protein substitute**



## ESSENTIAL GOING ABROAD INFORMATION

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- 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 would advise carrying 3 days supply with you.
- Do not pack bread which is vacuum sealed in your suitcase that goes in the hold of the plane, as the change in pressure will burst the packaging. You can pierce one or two loaf packets and put these in the case in the hold 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.



## COURIERING TO YOUR DESTINATION\*

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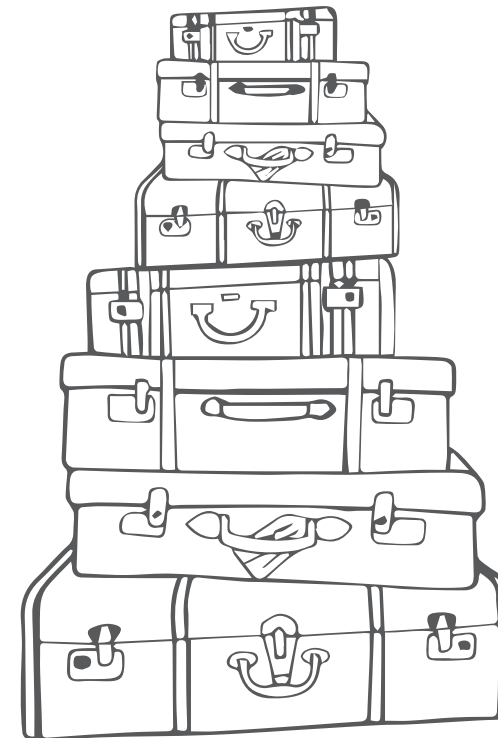


We recommend that you check in your low protein foods and protein substitutes as luggage, to avoid custom's issues or misplaced consignments.

However in circumstances where your holiday duration is greater than a month, Nutricia Metabolics, through its Homeward service, will courier your protein substitute and low protein foods, free of charge to your chosen destination\*.

In this case, some special organisation is required to ensure all goes to plan. We recommend that you always carry at least one week's supply with you as checked luggage, regardless of the duration of your trip.

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





## Organising a Courier

If you choose to travel abroad then Nutricia Homeward has many years' experience in supporting holiday deliveries and can help minimize any risks so you can enjoy a relaxing holiday.

**Please note:** Nutricia Metabolics will require a minimum of 8 weeks notice to organise a courier to your destination. When sending product to certain destinations, please consider there may be some delay in getting product through customs in certain countries. This can delay packages for several weeks. It is advised to send product several weeks in advance as this is out of Nutricia Metabolics control.

### We offer 2 options:

- Delivery of rumble trunks for you to transport your own goods
- Holiday delivery (UK or Overseas) which is shipped directly from the warehouse to the agreed destination.

**1. Call our Metabolic Freephone for any further advice needed on: 0800 093 3675 (UK and NI only).** You will be asked for the following information when you call us:

- Destination address.
- Destination contact and phone number (this may be the hotel manager, friend or relative at the destination).
- Date of arrival and departure.
- Your name, address and contact number.
- The type of low protein products and protein substitutes.
- If you have the suitable document from your hospital.

**Please note:** Nutricia Metabolics will courier product in advance, based on the transit time of your consignment to the destination.

This will mean that it will be delivered to the destination near your date of arrival.

We will courier low protein foods and protein substitutes for one extended holiday (of over one month duration) per person per year.



## OTHER ESSENTIAL ADVICE



### Prior to Travel

- In advance of your holiday, 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.
- If required, bring a container with a secure lid to mix your protein substitute without spillages.

### Tips for the trip

- It is important that you plan in advance what you will eat on the way to your holiday destination.
- Take plenty of low protein bread, biscuits, crackers and free sweets for the journey, in case you are hungry or delayed. These are very useful in the event that 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 the event that one of your bags is lost or stolen.



## ORGANISED GROUP OUTING & SCHOOL TRIPS



- Speak to the group organiser and explain your dietary requirements to them.
- Ask the organiser for the contact number of the hotel/caterer that you will be staying with and telephone them directly to explain you or your child's dietary requirements to them.
- Ask the hotel/caterer to provide you with the menus that they will be using for the group and suggest simple alternatives that they could prepare for you in line with these menus. It may also be a good idea to provide them with some simple recipes.
- Explain to the hotel/caterer that you will provide them with the necessary low protein foods that are needed and that they will only be required to do some additional cooking for you.
- If possible, send samples of your low protein products to the hotel/caterer in advance, to allow them to practice with the products.
- Make sure to bring extra low protein foods with you to allow for spillages.



## NOTES

**JOURNEY COMPLETED**

## NOTES




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## HOLIDAY CHECKLIST



### Have you packed these?

- Customs letter from your dietitian / metabolic centre
- Emergency list of contacts and travel insurance information
- Protein substitute
- Low protein foods
- Vitamin or mineral supplement (if required)
- Free foods e.g. fruit or suitable sweets
- Bottled water
- Containers and lid to mix protein substitute
- Cool bag
- Measuring spoon or scoops
- Weighing scales
- Low protein recipes







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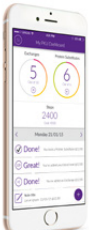

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If your child is between 1-10 years old they can join [www.anamix6.com](http://www.anamix6.com) to learn more about their low protein diet



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Enjoy our range of **low protein foods**. Please speak to your dietitian for more information



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Download the **LowPro App**

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**FREE home delivery with Homeward Metabolics & Specialist** is available in UK & NI Call: 0800 093 3675



**YOUR WORLD  
OUR SERVICES**

For more information contact your dietitian visit [www.lowproteinconnect.com](http://www.lowproteinconnect.com) or call

- UK: Nutricia Resource Centre on 01225 751 098
- NI: Metabolic Freephone on 0800 973 216
- ROI: Metabolic Freephone on 1800 923 535
- or email [metabolics@nutricia.com](mailto:metabolics@nutricia.com)

