

1. Purpose

We understand the importance of protecting guests with food allergies. In order to prioritize the safety of our guests, we have established a food allergy policy so that our guests can enjoy a safe meal.

2. About food allergies

Regarding food allergies, it is known that some people show allergic reactions to specific foods, sometimes causing serious symptoms. In Japan, manufacturers are required by law to label the following seven items in food products, and labeling is recommended for 21 items (※).

(※) Allergens stipulated by the Food Labeling Act

Seven items of specified ingredients that manufacturers must display:

Wheat, eggs, milk, buckwheat, peanuts, shrimp and crab

Twenty-one items that manufacturers are recommended to display (not obligatory):

Almonds, abalone, squid, salmon roe, oranges, cashews, kiwifruit, beef, walnuts, sesame, salmon, mackerel, soybeans, chicken, bananas, pork, matsutake mushrooms, peaches, yams, apples and gelatin

3. Basic concept of the hotel

- 1) In our hotel restaurants, we use various ingredients in the same kitchen, and we do not use special cooking equipment for each ingredient. For this reason, there is a possibility that small amounts of allergens that are not used as ingredients may be mixed in, so we cannot guarantee meals that completely eliminate allergens.
- 2) In buffet-style meals, allergens may be mixed with other dishes through tongs (contamination), and we cannot guarantee that allergens are not included.

4. How we accommodate guests with food allergies

- 1) We will give you an allergen list for the breakfast buffet menu (Seven specific allergenic ingredients and fruits of the rosaceae family).
We would like you to use this information as a reference when making your food and drink decisions.
※ There is no obligation to label the other 21 specific ingredients, so it may be difficult to obtain accurate information from business partners. We appreciate your understanding.
- 2) When you make a reservation for a course or a kaiseki meal, or plan to use the dinner menu, please consult us in advance and we will do our best to accommodate changes.
- 3) If you bring your own allergy-friendly pouch food, we will heat it in the restaurant.
Guests are asked to confirm the content mentioned above for final judgment before ordering and eating on their own.

5. Handling of personal information regarding food allergies

Personal information obtained from customers will be used only to provide menus for food allergies, to communicate and provide medical institutions in the event of an allergic reaction at our hotel, and to confirm the information of food allergies for your next visit to our hotel.