

## 1. Purpose

Our hotel is aware of the importance of responding to food allergies, specifically the various risks of food allergies in restaurants, and the fact that food allergies sometimes cause serious symptoms. We recognize the importance of correct understanding and appropriate response. We have established a "Food Allergy Policy" so that customers with food allergies can enjoy our food safely.

## 2. About food allergies

Regarding food allergies, it is known that some people have allergic reactions to specific foods, sometimes causing serious symptoms. In Japan, manufacturers are required by law to label the following eight items in food products, and labeling is recommended for 20 items (※).

(※) Allergens stipulated by the Food Labeling Act

Eight items of specified ingredients that manufacturers must display:

Wheat, eggs, dairy products, buckwheat, peanuts, walnuts, shrimp and crab

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

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

## 3. Regarding usage of ingredients in restaurants

1) In our hotel, 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 serving tools (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 (Eight specific allergenic ingredients and fruits of the rosaceae family).

Please keep this information in mind when making your food and drink decisions.

\*There is no obligation to label the other 20 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, kaiseki meal or dinner, please inform us in advance and we will do our best to accommodate changes.

3) If you bring your own allergy-friendly processed 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 only be used only to create menus for food allergies, communicate with medical institutions in the event of an allergic reaction at our hotel and confirm food allergy information for future hotel visits.