

Food allergy policy

The eight specified raw materials (eggs, milk, wheat, shrimp, crab, peanuts, buckwheat and walnuts) are indicated on the pictogram.

In principle, the hotel only discloses information on the eight specified raw materials for which labelling is mandatory.

In our daily cooking operations, we handle foods and ingredients containing the eight specified raw materials and other allergenic substances that are not labelled, and we use the same cooking utensils and cooking oil for cooking. Although all dishes and utensils are thoroughly cleaned, there is a possibility that small amounts of allergenic substances may contaminate the food due to the environment of the kitchen facilities. Please note that the hotel is not able to provide food that is completely free of allergenic substances.

The tongs and crockery used to serve the buffet dishes are the same as those used for the dishes that contain allergens.

Please note that there may be cases of contamination due to guests using a single pair of tongs to pick up multiple dishes, or the tongs and crockery may be mixed with food containing allergens.

For guests who are concerned that allergen removal cannot be guaranteed, or who are concerned about contamination caused by cooking utensils, etc., we may have no choice but to refuse to provide meals, considering the safety of our guests first and foremost. Commercial products other than those prepared at home (for reasons of food hygiene management) may be brought into the hotel, but we ask that you also prepare the tableware (paper plates, etc.) to be used.

(When bringing your own food, you must contact the hotel in advance.)

Please note that the hotel will not be responsible for any damage caused by allergies due to above reasons.