

Basic Policy on Food Allergy Management

1. Purpose

We recognize the importance of accommodating guests with food allergies. To ensure that our guests can enjoy their meal with peace of mind, we have established the Basic Policy on Food Allergy Management and implement measures based on this policy.

2. Regarding Food Allergy Management

- ① We obtain information on allergies (i.e., information about ingredients containing substances that cause allergies, or “Allergens”) from manufacturers. “Low-allergen Menus” that do not use the nine specified allergens are provided to guests with food allergies who request such menus.
- ② Low-allergen Menus require individual preparation in advance according to the guest’s allergy symptoms. For this reason, we request you to notify us by submitting a food allergy questionnaire at least four weeks before your date of use. We may not be able to accommodate requests made after this period.
- ③ Guests with severe food allergies can notify us in advance so that we can consult with you and, with your consent, guide you through the option of bringing your own meals and tableware for your stay or use of our facility.
- ④ Low-allergen Menus are not available at our buffet. Allergy information for the nine specified allergens are displayed at our buffet venue.

According to the Food Labeling Act, manufacturers (including our food suppliers) are required or encouraged to label ingredients containing Allergens, or substances that cause food allergies, as follows*.

	Name of Specified Allergen	Reason	Labeling Obligation
Cabinet Order* ⁱ	Eggs, milk, wheat, peanuts, shrimp, buckwheat, crab, walnuts, cashews	High need for labeling especially considering the number of cases and severity of symptoms	Mandatory
Notification* ⁱⁱ	Salmon roe, kiwi fruit, soy beans, banana, yam, peach, apple, mackerel, sesame seeds, salmon, squid, chicken, gelatin, pork, orange, beef, abalone, almonds, macadamia nuts, pistachios	The substances cause a considerable number of cases and severe symptoms, but fewer cases than the major/specified allergens.	Encouraged (voluntary)

*ⁱ...Cabinet Order on Labeling Standards and Cabinet Order on Labeling Standards for Milk, etc.

*ⁱⁱ...Ministry of Health, Labour and Welfare Notification

3. Precautions Regarding Food Allergy Management

- ① We confirm the ingredients used based on information from the manufacturer.
 - ② As we prepare our dishes in the same kitchen as other menu items and use the same cooking and washing equipment, there is a possibility of trace amounts of Allergens being present during food preparation.
 - ③ For the reasons stated above, please be aware that the dishes we offer, including Low-allergen Menus, are not completely allergy-friendly.
 - ④ In case of severe symptoms, please be advised that we may have to decline your request to ensure your safety.
- ◆ Please review the above information and place your order after making your final decision.

4. Handling of Personal Information

- ① Acquisition and Use of Personal Information Regarding Food Allergies
For guests requesting Low-allergen Menus, we conduct a questionnaire in advance to obtain information regarding your allergies. The acquired personal information shall be used for the purpose of providing the menu and for contacting and providing information to medical institutions in the event of symptoms.
- ② Confirmation of Personal Information Regarding Food Allergies
Regarding personal information regarding food allergies, we confirm the contents of the pre-visit questionnaire with you upon your arrival (or visit), and provide a Low-allergen Menu only after obtaining your consent.