

# Food Allergy Policy

## 1. Objective

©Keihan Hotels & Resorts understands the importance of protecting guests with food allergies. We have established a Food Allergy Policy with which we comply so that our guests can enjoy a safe meal and a reassuring dining experience.

## 2. How We Accommodate Guests with Food Allergies

- ① Our company obtains information concerning allergies (information about ingredients that contain substances that cause allergies, hereinafter referred to as “Allergens”) from the manufacturer. We offer “Hypoallergenic menus” (menus that do not use the 7 Specified Allergenic Ingredients) to guests with food allergies who request such arrangements.
- ② Hypoallergenic menus are prepared in advance based on each guest’s allergy symptoms. To enable this, we request guests to submit the Food Allergy Questionnaire at least four weeks before the dining date. If we do not receive the information by then, we may not be able to meet your requests.
- ③ For guests with serious food allergy symptoms, upon advanced request, consultation, and guest consent, we can arrange hotel accommodations or use of our facilities with meals and tableware brought in by the guest.
- ④ The hypoallergenic menu is not available at the buffet. Food allergens (7 Specified Allergenic Ingredients) are labeled at the buffet venue.

Labeling of ingredients containing substances that cause food allergies (allergens) by manufacturers (in our case, ingredient suppliers) is mandatory or recommended as indicated by the Food Labeling Act below\*.

Names of specified ingredients		Reason	Labeling requirement
Cabinet Office Ordinance* <sup>i</sup>	Egg, milk, wheat, peanut, shrimp, buckwheat, crab	Items with high need for labeling based on the number of cases and severity	Labeling is mandatory
Notification* <sup>ii</sup>	Salmon roe, kiwi, walnut, soybean, cashew, banana, yam, peach, apple, mackerel, sesame, salmon, squid, chicken, gelatin, pork, orange, beef, abalone, matsutake mushroom, almond	Items with a considerable number of cases and patients with severe symptoms on a continuous basis but not as much as the specified ingredients	Labeling is recommended (voluntary)

\*<sup>i</sup> – Cabinet Office Ordinance on Food Labeling Standards and Cabinet Office Ordinance on Milk and Milk Product Labeling Standards / \*<sup>ii</sup> –Ministry of Health, Labour and Welfare Notification

## 3. Important Notes for our Food Allergy Policy

- ① We use information provided by the supplier to confirm ingredients used in the meal.
- ② As hypoallergenic menus are prepared in the same kitchen and cooking and dishwashing equipment are used in common with other menus, allergens may become mixed into hypoallergenic menus in small amounts during food preparation.
- ③ Please be advised that hypoallergenic menus may not be completely free of allergens for the reasons above.
- ④ Please be advised that guests with severe symptoms may be asked to refrain from using our facility for safety reasons.

◆Guests are asked to confirm the content mentioned above for final judgment before ordering.

## 4. Handling of Personal Information

- ① Acquisition and use of personal information related to food allergies  
A questionnaire is conducted in advance for guests who request a hypoallergenic menu so that we can acquire information about the guest’s allergies. Such personal information will be used to communicate with and provide to medical institutions in the event of an allergic reaction.
- ② Confirmation of personal information related to food allergies  
We will offer our hypoallergenic menu upon confirmation of the contents of the questionnaire and upon your consent at the time of your visit.