

Food Allergy Policy at the Hotel

hotel nikko alivila

We would like to take this opportunity to thank you for your continued patronage. The following is our hotel's policy for guests with food allergies.

Basic Policy on Food Allergy

The kitchens of the hotel's restaurants and room service handle foods and ingredients that contain allergens such as 8 specified raw materials (flour, egg, dairy, buckwheat, shrimp, crab, walnut, peanut,) in their daily cooking operations, and the same cooking utensils and cooking oil are used in their preparation. We use the same cooking utensils and cooking oil for cooking. Although cooking utensils are thoroughly cleaned, there is a possibility that small amounts of allergenic substances may be mixed into the food due to the environment of the kitchen facilities. Therefore, we would like to inform you that **we are unable to provide food that is completely free of allergenic substances.**

Information for guests with food allergies

1. For guests with mild food allergy symptoms

(1) In the case of buffet dishes: Information on the 8 specified raw materials included in the dishes is indicated on the menu card. Please choose by yourself.

Because of buffet style please **be aware of the possibility of cross-contamination** by tongs and other utensils used by other customers, as well as contamination by allergenic substances that may adhere to or be mixed in with the food due to minute residues on dishes and other surfaces.

(2) For course meals: Please consult with us.

(3) For table service: Not available.

2. Customers with severe food allergies

Please purchase retort pouch foods, etc. by yourself in advance and bring them in. If you wish, you can bring your own retort pouch food, etc.

Retort pouch foods can be kept in the hotel and heated in our kitchen before being served.

Retort pouch foods must be sealed by heat melting, pressurized and heat sterilized, and unopened.

For food sanitation control reasons, customers are not allowed to bring in products that have been prepared or cooked by themselves.

Please note that, in principle, the hotel discloses information on the 8 specified raw materials that are required to be labeled, since 20 items equivalent to the specified raw materials are not required to be labeled and it is sometimes difficult to obtain accurate information from suppliers.

As mentioned above, due to the environment of our kitchen facilities, our ability to accommodate food allergies is limited. However, we place the utmost priority on the safety of our guests, and **there may be times when we have no choice but to refuse to serve a dish.**

We ask that you make your final decision after consulting with your own physical condition and your doctor.

If you agree to the above, please sign below.

signature

Please present two forms in advance: the Food Allergy Advance Confirmation Form and Food Allergy Policy at the Hotel.

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