Revised July 23, 2026

Food Allergy Advance Confirmation Form (for restaurants)

Please understand that Hotel Nikko Alivila is a facility that is NOT able to provide food with allergenic substances completely removed.

We would like to take this opportunity to thank you for your continued patronage. In order to ensure the safety of our customers, we have prepared a【9-item low-allergen menu】at Brasserie "Verdemar" and Japanese Ryukyu Cuisine "Sawa" . We would like to ask you to fill out the following form with more detailed information so that we can provide you low-allergen menu. Please understand that we will not be able to respond to any requests other than those made on the hotel's prescribed form.

1. Customer Information

Date of Entry / /

Name of representative		Circle either one **Restaurant use with stay** ・ **Restaurant use without stay**	
Date of stay	/ / ～ / / (Nights)	**Number of users**	
Mobile Phone Number	- -		

Name of customer with allergies		**Age**	

***Please fill out one form per person if there are more than two people with allergies.**

2. Food Allergy Information

Target Allergens Circle your allergens	**Wheat**	**Egg**	**Dairy**	**Buckwheat**	**Shrimp**	**Crab**	**Walnut**	**Peanuts**	**Cashew nuts**
	Other ingredients ( )								
Symptoms									
Time to reaction									
Have you ever had Anaphylaxie shock?	**NO ・ Yes (ago)**								
Do you have an EpiPen?	**NO ・ Yes**			**Do you have your own oral medication?**	**No ・ Yes**				

※We reserve the right to refuse those with serious allergic reactions or those who have a large number of foods to be eliminated from the program.

3. Preferred response

Preferred response Please circle your choice	**Low allergen menu without 9 items** ※Reservations required at least 3 days in advance ・ **Alternative dish** ※If a substitution is not possible, the item will be removed. **Neither of these guarantees complete elimination of allergens.**

Date of restaurant use	Breakfast Restaurant Name	Lunch Restaurant Name	Dinner Restaurant Name	Remarks
/ / ( )				
/ / ( )				
/ / ( )				
/ / ( )				
/ / ( )				

※The 9-item low-allergen menu is available only at the restaurant's opening time
※For allergy requests without reservation, it will take approximately 30 minutes or longer for preparation;depending on the situation.

hotel nikko alivila

Continue to Food Allergy Policy

Revised July 23, 2026

Food Allergy Policy at the Hotel

hotel nikko alivila

We would like to take this opportunity to thank you for your continued patronage. We would like to take this opportunity to thank you for your continued patronage of our restaurants and other facilities.

Basic Policy on Food Allergy

The kitchens of the hotel's restaurants and room service handle foods and ingredients that contain allergens such as 9 specified raw materials (wheat, egg, dairy, buckwheat, shrimp, crab, walnut, peanut, and cashew nuts) 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 Customers with Food Allergies】

1、For customers with mild food allergy symptoms

・At restaurants and banquet halls that serve buffet-style meals, information of the 9 specified ingredients included in the dishes is indicated on the menu card so that guests can make their own selections and prepare their own meals.
※Please **be aware of the possibility of cross-contamination** due to tongs and other utensils used by other customers, as well as the possibility of contamination by allergenic substances adhering to or mixing with food due to minute residuals on scratches or other defects on dishes.
・Lounge ARIA CARA, Beach House SOL, Teppanyaki-Restaurant GOSAMARU, and Chinese Restaurant KINSHASA do not provide individual allergy support.

2、For customers with severe food allergy symptoms

Please purchase retort pouch foods, etc. by yourself in advance and bring them with you. If you wish, we will keep the retort pouch food you brought in and heat it up in our kitchen.
Retort pouch foods can be kept in the hotel and heated in our kitchen before serving.
※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 the hotel, in principle, discloses information on the 9 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.

3、About Meal Service

When there are multiple guests request the alternative menu due to allergies, the same alternative menu will be provided to all of those guest to prevent cross-contact.

As mentioned above, due to the environment of our kitchen facilities, our ability to accommodate food allergies is limited. We will do our best to accommodate the food allergies to the best of our ability, but **there may be times when we have no choice but to refuse to provide food** due to the safety of our guests being our top priority.
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 _____

If the guest is a minor, a parent or guardian must sign on their behalf. Please indicate your relationship.

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

Hotel side Use column

受注 MGR	料理長	料飲部長	総支配人	料理長	店舗 MGR	FBO
印 / 受注日	印（至急）	印（至急）	印（至急）	印（至急）	当日対応	1ヶ月保管

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