



# 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.

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.

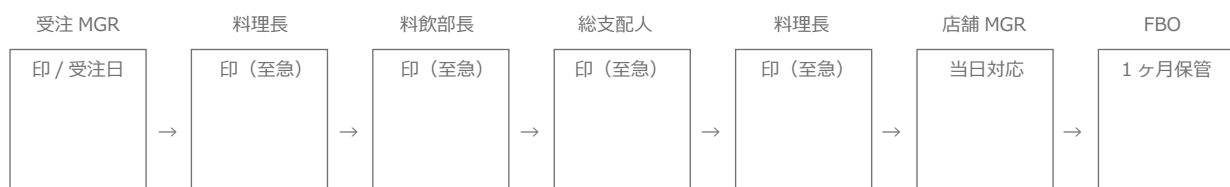
If you agree to the above, please sign below.

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 -----



Food Allergy Advance Confirmation Form (for restaurants)