



Hotel Okura Tokyo Bay Food Allergy Policy

At Hotel Okura Tokyo Bay, we place the highest priority on ensuring the safety of our guests. Our food allergy policy is as follows.

- ① We verify the safety of the eight specified ingredients (eggs, milk, wheat, peanuts, shrimp, buckwheat, crab, and walnuts) we use based on information from producers, manufacturers, and distributors.
- ② Please note that there is no labeling requirement for the twenty items equivalent to specified ingredients, and there are cases where it is difficult to obtain accurate information from suppliers. Consequently, in principle, we disclose information on the eight specified ingredients with labeling requirements.
- ③ The kitchens attached to our restaurants and banquet halls handle food and ingredients that contain the eight specified ingredients and other allergens, but are not labeled accordingly, in their daily cooking operations, and the same cooking utensils and cooking oil are used for all cooking. Although all dishes and utensils are thoroughly cleaned, trace amounts of allergens may be present due to the nature of the kitchen facilities. Consequently, please note that we are unable to serve food that is completely free of allergens.
- ④ Buffet-style dishes served in our restaurants are labeled accordingly if they contain the eight specified ingredients. With regards to dishes served in our banquet halls, please note that only dishes served in breakfast buffets are labeled.
- ⑤ With regards to dishes other than buffet-style meals, we will do our best to accommodate requests through prior consultation, within the scope of what is feasible. However, please note that we may not be able to fulfill all requests.
- ⑥ In the event a guest presents with allergic symptoms due to contamination or other reasons, we may have no choice but to refuse service, as our first priority is the safety of our guests.

Please ensure you are in good physical condition and consult with your physician before enjoying our food.