

To our guests with food allergies

At “Hakone Highland Hotel” , we put the safety and trust of our customers first.

We have established the following measures for customers with food allergies so that they are able to enjoy their meals.

Notice

We ask all customers with food allergies to contact and inform the “Hakone Yutowa” in advance after making your reservation. We will be happy to offer alternative meals. However, since we will be providing a different meal than usual, an additional charge may apply in some cases.

Therefore, please inquire about this when making your reservation.

We only deal with the eight specific food allergens: Shrimp, crab, wheat, buckwheat, eggs, milk, peanuts, and walnuts. Note that we may be unable to accommodate requests made on the day of your arrival. Please take note of this in advance.

*We confirm the allergen information of the ingredients we use (the eight specific food allergens) based on the food labels from the manufacturer and the ingredients we use.

*As all menu items are prepared in the same kitchen facility using common equipment and tableware, there is a possibility that trace amounts of allergens may be present.

*For customers who are concerned about severe allergy symptoms or who have multiple allergies, we may be unable to provide meals in some cases as customer safety is our top priority.

We will allow you to bring in your own food in such a situation so please inform us in advance.

*We ask that customers make their final decision after confirming each of the details above.

End

ODAKYU Resorts Co., Ltd.

Hakone Highland Hotel

