

To our guests with food allergies

“Hakone Yutowa” wants your safety and trust to come first when you enjoy a meal with us, and so we have the following policies in place for guests with food allergies.

Notice

Because Banquet offers buffet-style meals where we cannot guarantee no cross-contamination with allergens, we are unable to provide dedicated menu items for guests with food allergies.

However, we do include pictographic labels of 8 specified allergens (shrimp, crab, wheat, buckwheat, egg, dairy products, peanut, and walnut) on the buffet menu.

We ask that guests decide whether or not to dine based on their own personal risk.

*The allergen information for the ingredients we use (the 8 specified allergens) is based on our ingredients and the labeling provided by manufacturers.

*Because all menu items are prepared in the same kitchen and/or use common equipment and dishes, there is a risk of cross-contamination with small amounts of allergens.

*We may not be able to serve guests who are at risk of severe allergy symptoms or who have multiple allergies, in order to prioritize their safety. Guests may bring their own food in these cases; please let us know ahead of time.

*Please review the above when making a final decision for your own individual case.

End

ODAKYU Resorts Co., Ltd.

Hakone Yutowa

