

To our guests with food allergies

At “HAKONE HATSUHANNA” , we have given the utmost consideration to your safety and trust. For those of you who have a food allergy, we have decided to address the matter as follows so that you can enjoy your meals.

Notice

If you have a food allergy, please contact and inquire with the hotel in advance after making your reservation. We will offer you an alternate meal. However, we will provide a meal that differs from the regular one, so you may be charged a separate fee. Thus, please inquire about this when making your reservation.

We will address the matter only for eight specific ingredients (shrimps, crabs, wheat, buckwheat, eggs, milk, peanuts, and walnuts). Furthermore, if you notify us of your allergy on the day of your arrival at our hotel, we may be unable to address the matter. Please understand this beforehand.

*We have reviewed the allergen information on the ingredients used (the eight specific ingredients) based on the food labels of the ingredients used and from the manufacturers.

*It is possible that extremely small amounts of allergens will get mixed into your meal because we prepare all menu items in the same kitchen and use common equipment and tableware.

*If you are a guest who (1) is concerned about a serious food allergy symptom or has multiple allergies, or (2) cannot consume soy sauce, sweet sake, kelp soup stock, or fermented soybean paste, given that Japanese food is the basis of menu items at this hotel, we will place maximum priority on your safety and may decline to serve you food. We will allow you to bring your own food at that time, so please notify us in advance.

*Please make your final decision on your own after you have reviewed the above content.

End

ODAKYU Resorts Co., Ltd.

HAKONE HATSUHANNA

