

September 26, 2025

To Our Valued Guests with Food Allergies

【Important】 EN

Notice Regarding Our Food Allergy Policy

Thank you for your continued patronage of our ryokan.

This notice outlines our updated policy and guidelines for guests with food allergies, as we strive to ensure a safe and enjoyable dining experience for everyone.

At our ryokan, we prioritize the safety of our guests and make every effort to prevent allergic reactions. However, due to the wide variety of allergies and the limitations of our kitchen environment, it is difficult for us to completely prevent the minor cross-contamination of allergens during the cooking process.

We kindly ask for your understanding and encourage you to make a final judgment based on your individual condition.

Our Basic Policy on Allergy-Friendly Meals

- **About Allergen-Specific Ingredients**

For some specific allergens (e.g. shrimp, crab, shellfish), we will make every effort to provide alternative ingredients as far as possible if they can be removed as solids. However, we are unable to provide alternatives for all ingredients or for cases where even small amounts cause severe allergic symptoms.

- **About Processed Foods**

We cannot accommodate requests for allergen-free meals that involve processed foods such as dashi, binders, or seasonings, as it is difficult to verify all ingredients within them.

- **About Our Kitchen Environment**

All meals are prepared using shared cooking utensils and in a common kitchen. While we take the utmost care during preparation, there is a possibility that trace amounts of allergens may be present in the final dish.

About Breakfast

Our breakfast is served in a buffet style. Due to the wide variety of dishes and shared serving areas, it is not possible to completely prevent cross-contamination. For this reason, we cannot accommodate food allergy requests for our breakfast buffet.

For Guests with Severe Food Allergies

For guests with severe allergies or those with many dietary restrictions, we may recommend bringing your own food to ensure your safety. Please feel free to ask our staff to assist you with warming up your meal in a microwave.

Before making a reservation, you are welcome to contact us by email to discuss your specific allergy. We can provide more details about what we can accommodate and what to keep in mind when bringing your own food.

Thank you for your understanding and cooperation.

Moriaki Ryokan Co., Ltd.