

For guests with food allergies,

We will do our best to accommodate food allergies, so that guests can enjoy a safe meal and staying at our Ryokan The Kotosankaku. We put the safety of guests first, therefore, please understand our “Allergy policy” as below. Kindly be requested guests to confirm our policy at your own decision before using facilities.

- ① We offer “Hypoallergenic menus” (menu that do not use the 8 Specified Allergenic Ingredients – shrimp, crab, walnut, wheat, buckwheat, egg, dairy, peanut and 2 ingredients of soy and sesame) to guests with food allergies who requested such allergies arrangements.
- ② Hypoallergenic menus are prepared 3 days in advance based on each guest’s allergy symptoms. To enable this, we request guests to inform us for details before the same period.
If we do not receive the information by then, we may not be able to meet your requests.
- ③ Hypoallergenic menus are prepared in the same kitchen, cooking utensils and dishwashing equipment are used in common with other menus, so allergens may become mixed into hypoallergenic in small amounts during preparation. And it is not possible to completely prevent airborne dispersal and trace contamination of ingredients.
- ④ Please be advised that hypoallergenic menus may not be ensured that food allergy symptoms will not be occurred for the above reason. Although it is possible to remove shrimp, crab, buckwheat and peanut itself from menus, but wheat, egg, dairy and soy are included in seasonings and Japanese soup stocks “Dashi”. And more, Japanese soy sauce is included wheat and soy, however it is more important Japanese seasoning that need to cook Japanese dishes.
- ⑤ Please be advised that for guests with serious food allergy symptoms, we may not prepare your meals for the safety reason. Upon advanced request, consultation and guest consent, we arrange Rokan accommodations our facilities, with using a microwave oven for your own meals brought in by the guests. And other tableware and cutleries are available to be rent.
- ⑥ At buffet restaurant, it is not possible to be completely free of allergens due to the risk of cross-contact. In addition, tongs and tableware are used in multiple dishes containing allergens and used with shared equipment. Information about the 8 Specified Allergenic Ingredients - shrimp, crab, walnut, wheat, buckwheat, egg, dairy, peanut and 2 ingredients of soy and sesame is listed in front of each dish. However, the lists do not guarantee that other unlisted specific ingredients are not used in the dish.

Regarding the handling of guest’s allergy information

- ① We use guest’s allergies information only to prepare guest’s hypoallergenic menus.
- ② This personal information will be used to communicate with and provide to medical instructions in the event of an allergic reaction.