

食物アレルギーをお持ちのお客様への基本方針について

- 当ホテルでは食物アレルギーをお持ちのお客様にも安心して食事をお楽しみいただけるよう出来る限り取り組んでおります。
- 製造者（食品メーカー等）から食物アレルギーに関する情報を入手し、可能な限りアレルギー対応に努めております。しかしながら、アレルゲンの完全な排除は困難です。
- 一般のメニューと同一の厨房で調理するため、食器・調理器具・洗浄器具等についても一般のメニューと共通のものを使用しております。また、小麦が空气中に飛散し他の食材にアレルゲン物質として混入する可能性がございます。
- 上記事由により、私たちが提供するメニューは完全なアレルギー対応メニューではなく、アレルギー症状が重篤なお客様の場合はやむを得ずお断りさせていただきます。
- 注文に際しては、上記内容をご理解の上、お客様による最終判断をお願い申し上げます。

Food Allergies & Dietary Needs Policy for Guests

- Sheraton Miyako Hotel Tokyo will use reasonable efforts to accommodate guest's food allergies as much as possible in order to provide safe and pleasant dining experiences.
- We obtain information regarding food allergens from manufacturers and make efforts to eliminate allergen as much as possible. We obtain information regarding food allergens from manufacturers and make efforts to eliminate allergen as much as possible. However, it may be difficult to eliminate about all allergens.
- Please be aware that we do not have separate kitchens to prepare and handle allergen-free items. We cannot guarantee that allergens may not have been introduced inadvertently during preparation. For example, it is possible for wheat flour to be in the air and mixed with other food as food allergens.
- Due to the conditions described above, the items we serve may not be completely adjusted to be allergen-free. If there is a guest with severe allergic reactions, we will not be able to serve the guest.
- Upon taking an order, we ask all guests to understand that it is ultimately up to the guest to use his or her individual discretion to make an informed decision regarding whether to order any particular items.