

Our Approach to Food Allergies

Kintetsu Miyako Hotels International, Inc. is committed to ensuring that guests with food allergies can enjoy their meals with peace of mind by providing accurate information about allergens and offering alternative dishes where possible.

(Providing Allergen Information)

We provide appropriate information regarding food allergens.

For the eight specified ingredients, information is shown on menus and similar materials. For 19 additional items equivalent to specified ingredients (excluding macadamia nuts), we respond to guest inquiries with guidance from our staff. (Hereinafter, the eight specified ingredients and the 19 equivalent ingredients, excluding macadamia nuts, are collectively referred to as the “27 specified ingredients.”)

We obtain and verify allergen-related information about ingredients from the manufacturers (food producers). However, for allergens other than the 27 specified ingredients, there may be cases where the manufacturers do not provide such information, and we may not be able to offer allergen details.

(Providing Alternative Dishes)

- The number of allergenic ingredients for which we can provide alternative dishes is limited to the 27 specified ingredients.
- * Please note that policies may differ at Miyako City Tokyo Takanawa, Miyako City Osaka Tennoji, Miyako City Osaka Hommachi, Hotel Kintetsu Universal City, and Kashihara Jingu YOUSEIDEN. Please contact each facility for details.
- Please note that buffet-style restaurants and banquets provide allergen information only as a general rule and alternative dishes are not available.
- If you wish to have alternative dishes due to food allergies, please request them at the time of reservation.

Please notify us at least five days prior to your visit to allow time to assess feasibility and prepare substitute ingredients.

Please understand that same-day requests may not be accommodated.

- We may be unable to serve meals to guests with severe allergic reactions out of concern for their safety.

(Unintentional Contamination)

As meals are prepared in the same kitchen as standard menu items, common equipment

such as utensils, cooking tools, and cleaning equipment is used. Therefore, trace amounts of allergens might be mixed in during the cooking process.

(Information on Newly Specified Allergens)

Following the partial revision of food labeling standards on March 28, 2024 (Consumer Affairs Agency administrative notice Regarding the Labeling of Foods Containing Allergens), macadamia nuts have been newly added as an equivalent item to specified allergens, and matsutake mushrooms have been removed.

We obtain and verify allergen information from the food manufacturers. However, as information on macadamia nuts is not yet fully available, we are currently providing information on the “27 ingredients excluding macadamia nuts.”

You are kindly requested to review the above information and make the final decision based on your judgment.

Revised in April 2025