

Hotel Asanoya Food Allergy Policy

If you wish to change the menu due to food allergies or religious reasons, please consult with us in advance at the time of reservation. We will use the best ingredients we can provide. The menu is at the discretion of the hotel.

Please notify us at least 3 days prior to your stay. We may not be able to accommodate last-minute requests, or may charge an additional fee.

We will respond to allergies mainly to the 8 specified raw materials and also to the 20 items equivalent to the specified raw materials to the extent that we can.

[Specified Raw Materials: Eggs, milk, wheat, shrimp, crab, buckwheat, peanuts, walnut]

[20 items equivalent to specified raw materials: salmon roe, mackerel, salmon, squid, abalone, kiwifruit, banana, peach, apple, orange, yam, matsutake mushroom, almond, soybean, cashew nut, sesame, gelatin, beef, pork, chicken.]

We do not accept changes to dishes due to likes and dislikes.

Our menu is based on kaiseki cuisine, and we may refuse to serve dishes if you are allergic to seafood or soybeans that are mixed in with the broth.

The hotel does not provide dedicated cooking staff, dedicated cooking space, or cooking utensils and equipment to cater to allergy sufferers. We use general cleaning methods for cooking utensils and equipment, so it is not possible to completely remove even the smallest trace of allergens that may be attached to them.

Fried oil is shared by a variety of ingredients and cannot be separated.

We do not accept requests for changes or elimination of food volume, flavors, or seasonings.

Guests are welcome to bring in their own safe food (retort pouch, frozen, etc.). Please let us know in advance. We will assist you in heating food by using a microwave oven or boiling water.

San-in Yumura Onsen Hotel Asanoya

Phone +81 796-92-1000

Mail : asanoya@asanoya.co.jp