

Customers for food allergies

We would like to serve safety meals for food allergies customers.

We ask for understanding and cooperation regarding the following points.

【Please inform us of your allergen information on the meal reservation application form by two weeks before your stay.】

For information on the major allergens in Japan, please check the main menu allergen on our website. (The major allergens, Wheat, Egg, Milk, Buckwheat, Peanuts, Shrimp/Crab, Walnuts)

If you require to know the other allergic ingredients, we need time to investigate, therefore we may not respond your requirement. Especially immediate requirement is impossible.

※Almonds have not yet been investigated.

【Please fill out the food allergy confirmation form.】

Please fill out the attached “Food Allergy Preliminary Confirmation Form”, and based on that information, we confirm the meal at our restaurant or talk with you and decide on a safe and secure food allergy response.

Please submit “Food Allergy Preliminary Confirmation Form” before a week of your staying. We need time to prepare the ingredients for your allergy. If you do not submit the form by the date, we cannot serve your request.

When we prepare another alternative meal (not original menu), we take you the confirmation sheet.

Please be sure to show the sheet to the staff member when using the meal ticket.

Please note that the meal is prepared separately (only for your preparation), so if you want to make any changes, contact us in advance.

【We may decline your request due to difficult circumstances.】

In case of having a large amount of removed food or a reaction with a small amount of food. If you may develop serious symptoms such as anaphylactic shock, or have had serious symptoms in the past, it is impossible for us to serve you.

Because our restaurant is a large-volume cooking facility, there is a possibility that lesser amounts of allergens may enter the food from cooking utensils (contamination).

Also, when we have many reservations, we may not be able to remove some materials for you.

※In case of Fried foods, various foods can be contaminated in the oil. Complete isolation is impossible.

※At lunch and dinner, you cannot refill the main dish, but you can refill the rice, dessert small bowl, salad bar, and drink bar.

◎If you want to bring a packed food by your own, please let us know in advance using the food allergy confirmation form.

·If you do not use any of the meals provided by our restaurant (completely bring your own)
…No fee required.

In that case, please let our staff know that you have already informed to us.

·In case of eating some meals provided by our restaurant, such as rice, salad bar, miso soup, drinks, etc.
…Standard charges apply.

※The deadline of request changes, for example the number of meals, by seven days before your stay.

Please check the menu on the day of your stay and choose the menu at your own choice.

If we have any changes to the menu or allergy information, we contact to the person in charge of meal reservations and inform you on the bulletin board at our restaurant.

Thank you for your understanding.

If you have any questions or requests, please contact Cafeteria Fuji.