

Accommodating Guests with Food Allergies

Our Commitment at Swissôtel Nankai Osaka

At Swissôtel Nankai Osaka, we are committed to providing a safe and enjoyable dining experience for all guests, including making every reasonable effort to accommodate food allergy requirements whenever possible. To allow our culinary team adequate time to review ingredients and preparation requirements, allergy-related requests must be communicated in advance. For selected menu items, alternative preparations covered by the Accor Standard allergens and the nine specified major food allergens may be available upon prior request.

Please note that we are unable to accommodate requests for ingredient substitutions or menu modifications for reasons other than allergy-related requirements.

Allergy Requests and Reservations

- Restaurants: Our team will inquire about any food allergies at the time of reservation and again when taking your order to ensure we understand your dietary requirements.
- Banquets and Events: Allergy-related requests will be confirmed with the event organiser during the preliminary planning meeting.

Please be aware that requests for allergy accommodations made on the day of your visit may require additional preparation time, and depending on the circumstances, cannot be guaranteed.

Categories Following Accor Allergen & Dietary Standards (as of 1 April 2026)

15 Allergen Categories

Celery | Cereals | Egg | Fish | Lupin | Milk | Molluscs | Mustard | Nuts | Peanuts | Sesame Seeds | Shellfish | Soba | Soybean | Sulphites

6 Dietary Requirement Categories

Alcohol-Free | Dairy-Free | Gluten-Free | Pork-Free | Vegan | Vegetarian

Important Information

- All allergen information is based on ingredient specifications provided by our suppliers.
- As all menu items are prepared in shared kitchen facilities and cleaning areas, unintended cross-contact with allergens may occur during preparation and service.
- ❖ Information regarding the 20 allergens listed for reference and classified as “recommended allergens” may not always be available from suppliers, and under Japanese regulations, are not subject to mandatory allergen labeling. As it may not always be possible to obtain accurate

information regarding these ingredients from our suppliers, Swissôtel Nankai Osaka generally provides allergen information for the nine specified allergens that are required to be declared under Japanese labeling regulations.

For the reasons outlined above, **the dishes served at our hotel cannot be guaranteed to be completely free of allergens.** Guests with severe allergies, those at risk of anaphylaxis, or those who have been advised by a physician to avoid dining outside the home are encouraged to carefully consider their individual circumstances before dining with us. In certain cases, we may be unable to provide meals that meet specific safety requirements.

We kindly ask that you review the information above and make your own informed decision before placing your order.

Swissôtel Nankai Osaka