

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 excluding the nine specified allergens listed below 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.

Allergen Information

9 Specified Allergens (Effective 1 April 2026)

Buckwheat | Cashew Nuts | Crab | Eggs | Milk | Peanuts | Shrimp | Walnuts | Wheat

20 Additional Allergens – Reference Information (Effective 1 April 2026)

Abalone | Almonds | Apples | Bananas | Beef | Chicken | Gelatin | Japanese Yam (Yamaimo) | Kiwifruit | Macadamia Nuts | Mackerel | Oranges | Peaches | Pistachios | Pork | Salmon | Salmon Roe | Sesame | Soybeans | Squid

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 additional allergens listed for reference may not always be available from suppliers, as these items are not subject to mandatory allergen labelling requirements. Therefore, Swissôtel Nankai Osaka primarily provides allergen information for the nine specified allergens that are subject to mandatory labelling 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