

# Food Allergy Policy

April.2026

At Okinawa UDS Ltd. (hereinafter referred to as "the Company"), the safety of our guests is our highest priority. We have established the following policy regarding food allergy management:

## 1. Allergen Information Tracking

We verify the presence of the 9 specified primary allergens (milk, egg, wheat, peanut, shrimp, crab, buckwheat, walnut, and cashew nut) based on information provided by manufacturers and suppliers. Please note, however, that we cannot guarantee the complete absence of allergens during the manufacturer's production process.

## 2. Scope of Information Provided

Information provided is limited to the 9 specified primary allergens. As there is no legal labeling requirement for the 22 items equivalent to specific raw materials, it is difficult to obtain consistently accurate information regarding these ingredients.

## 3. Cross-Contamination in Preparation Areas

The 9 specified primary allergens, as well as other allergenic ingredients, are handled daily in all our kitchens, restaurants, and lounges. While all tableware and cooking utensils are thoroughly cleaned, there is a possibility that trace amounts of allergens may remain in the environment and be inadvertently transferred to meals. Consequently, we cannot provide meals that are completely free from specific allergens.

## 4. Buffet Service Considerations

When providing buffet-style meals, tongs and tableware are shared among multiple dishes. Due to the nature of buffet services, cross-contamination may occur between dishes containing allergens and those that do not, even when handled with care. We ask for your understanding regarding this risk when using our buffet services.

## 5. Guest Responsibility

We kindly ask that guests make the final decision regarding the consumption of meals provided in our kitchens, restaurants, and lounges based on their own physical condition and, if necessary, after consultation with a physician.

## 6. **Bringing Your Own Food**

In cases where we are unable to meet your specific dietary requirements, we are happy to discuss the possibility of you bringing your own food. Please contact the hotel directly to discuss these arrangements.

## 7. **Emergency Situations**

In the unlikely event that you suspect an allergic reaction, please inform a staff member immediately. We will respond promptly in coordination with the nearest medical institutions and emergency services. Additionally, please let us know if you are carrying an EpiPen or Neffy (nasal spray).

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## **Contact Information**

For consultations regarding food allergies, please contact the following:

- HOTEL STRATA NAHA: Direct Line (Cafe) 098-860-5156
- HOTEL ANTEROOM NAHA: Direct Line (Restaurant) 098-860-5156
- HOTEL LOCUS: Direct Line (Hotel) 098-860-5156
- the rescape: Direct Line (Hotel) 098-860-5156