

To our valued customers,

Regarding Our Food Allergy Policy

We would like to thank you for choosing Moon Elephant Japan's eating establishments.

Our restaurants have set up a Food Allergy Policy to help those with food allergies enjoy their meals safely.

It is as follows:

When preparing food for lunch, dinner, and parties, our restaurants use the same utensils, oils, and other items for dishes that contain the 8 Specific Allergenic Ingredients and 20 Sub-specific Allergenic Ingredients.

If customers request an allergen-free meal, we will do our best to accommodate them.

However, due to the nature of our facilities, in which cooking space and utensils are shared, it is not possible to remove all allergens. So, please be aware in advance that it will not be possible to prepare food that is completely allergy-friendly.

Allergens may be present in a variety of ingredients, such as soup stock, extracts, eel, binders, and seasonings, and cannot be completely removed. Furthermore, since the food is prepared in the same space as other dishes, there is a possibility of trace contamination. Therefore, we cannot guarantee a completely allergen-free meal.

Please notify us of any food allergies when making a reservation, and please be aware that we may not be able to accommodate requests made within 7 days of the meal. In addition, any changes to ingredients will be made at the discretion of the restaurant.

*Please be aware that, as mentioned, it is not possible to completely remove all allergens.

If the desired meal needs to be altered to accommodate food allergies, an additional charge may be required. Furthermore, depending on the ingredients specified, the number of available menu items may be reduced.

We may not be able to accommodate requests made after customers' arrival on the day of service.

When making a reservation, we ask that you refer to this policy before making a final decision yourself.

Please be aware that if the symptoms of the allergy are severe, we may be forced to refuse service for the customer's own safety.

We kindly ask that you make a decision to use our services only after considering your own health condition and consulting with your primary doctor.