

Notice and Apology Regarding Incorrect Allergen Pictogram Labeling on the ART colours Dining Dinner À la Carte Menu

July 10, 2026

Dear Guests,

We regret to inform you that Park Hotel Tokyo has discovered errors in the allergen pictograms displayed for the dinner à la carte menu at ART colours Dining, on both our website and in the menu book. We sincerely apologize for any inconvenience this may have caused our valued guests. We deeply regret this oversight and take full responsibility. Park Hotel Tokyo is committed to taking thorough measures to prevent such occurrences in the future. We appreciate your understanding and continued support.

Park Hotel Tokyo
General Manager

Details

[Affected Restaurant] ART colours Dining

[Details of the Errors]

1. Pizza gorgonzola and walnuts with honey — The allergens should have been labeled "wheat," "milk," and "walnut," but "walnut" was omitted. (The menu book itself displayed the information correctly.)
2. Green tea Basque cheesecake — The allergens should have been labeled "egg" and "milk," but "milk" was omitted, and "egg" and "wheat" were shown instead.
3. Roasted green tea Crème brulée — The allergens should have been labeled "egg" and "milk," but "milk" was omitted, and "egg" and "wheat" were shown instead.
4. Extra baguette — The allergens should have been labeled "wheat," but "wheat" and "milk" were shown.

If you feel unwell as a result of this matter, please contact us at the inquiry desk below.

[Display Period] From June 1, 2026 to July 9, 2026

[How It Was Discovered] The errors were identified during the hotel's own internal inspection.

[Measures to Prevent Recurrence]

1. We will strengthen our verification procedures when preparing menus.
2. We will reinforce allergen-related training for staff.

[Inquiries]

Shiba Park Hotel Co., Ltd., Internal Control Committee

Tel: +81-3-5470-7516 (Weekdays excluding weekends & holidays: 10:00 a.m. – 5:00 p.m.)