

Notice and Apology Regarding Breakfast Pictogram Labeling at The Dining

August 25, 2025

Dear Guests,

We regret to inform you that an error has been discovered in the breakfast pictogram labeling displayed at The Dining in our hotel.

Please find the details below.

We sincerely apologize to our valued guests for any inconvenience caused and deeply reflect on this matter. Shiba Park Hotel takes this situation seriously and all staff members are committed to preventing recurrence. We kindly ask for your continued support.

Shiba Park Hotel
General Manager

Details

1. Affected Restaurant: The Dining

2. Error in Labeling: Breakfast pictogram for “Chinese Rice Porridge”

The allergen information should have included both “Egg” and “Chicken.”

However, only “Chicken” was displayed, and “Egg” was omitted.

If any guests experienced health issues due to this error, please contact us at the number below.

3. Display Period: July 1, 2023 – August 22, 2025

4. Discovery of Error: Identified through internal inspection

5. Preventive Measures:

(1) Strengthening the verification process during menu creation

(2) Reinforcing allergy-related education for staff

Inquiries:

Shiba Park Hotel

Phone: 03-5470-7516

Reception Hours: Weekdays (excluding weekends and holidays) 10:00 a.m. – 5:00 p.m.