

Information on Halal food (Muslim friendly food) in our hotel

Hotel Okura Kobe would like to ask for your understanding in providing Halal meals to guests who request them, as follows.

Basic Halal menu

Basic Halal menu is available. Each menu has a reservation deadline. Please inquire in advance.

PDF : <https://www.kobe.hotelokura.co.jp/pdf/basic-halal-menu>

Special Halal menu

Special menus are available upon request. We will do our best to provide a meal that meets your request, but please inform each restaurant or sales representative in advance of your event to allow us to prepare the ingredients and other items. We will work with the head chef to make appropriate suggestions.

Halal Food Policy

- 1. The hotel does not have Halal certification by a third-party organization.**
- 2. The kitchen is not a dedicated Halal kitchen, as it is also used for general food preparation. Please note that there is a possibility of contamination with contraindicated substances due to cooking in a shared kitchen.**
- 3. Non-Halal meals are served in the hotel's restaurants and banquet halls.**
- 4. Halal meal menus will be handled as follows.**
 - (a) Please inquire if you would like Halal certified meat. (Please note that we may not be able to fulfill your request depending on availability.)
 - (b) Seasonings are used after checking the content ingredients.
 - (c) Ingredients, seasonings, and fried oil are used with no added alcohol or pork-derived ingredients indicated on the ingredient list.
 - (d) Cooking utensils are cleaned and used with the same utensils used for regular cooking.
 - (e) Dishes are washed and used with the same dishes used for regular menus.
 - (f) Disinfectant solutions containing alcohol are used to sterilize the hands of staff and cooking utensils.
 - (g) Please inquire in advance if you would like to order other special menus.
(Order deadline: 4 days prior to restaurant, 14 days prior to banquet meal.)
 - (h) Cancellation charges for banquet use shall be in accordance with the "General Banquet Regulations".
 - (i) Cancellations for restaurant reservations made one day prior to the reservation date will be subject to a 100% cancellation fee. Even before that, cancellation fee may be charged for special menus and group customers.

*For more details, please contact the sales representative or the relevant restaurant.