

# Apology and Notice Regarding Incorrect Menu Labeling

**Dear Valued Guests,**

Thank you very much for your continued patronage of Hakone Hotel Kowakien.

We have identified an error in the menu labeling of the following products served at our hotel. We sincerely apologize for this incorrect labeling and for any inconvenience or concern it may have caused.

## Affected Products

| Product             | Incorrect English Labeling | Correct English Labeling |
|---------------------|----------------------------|--------------------------|
| Red Snow Crab       | Snow Crab                  | Red Snow Crab            |
| Red Snow Crab Pizza | Snow Crab Pizza            | Red Snow Crab Pizza      |

**Period during which the incorrect labeling appeared:** June 1, 2026 to July 21, 2026

**Media in which the incorrect labeling appeared:** Flyers, promotional displays (POP), the official hotel website, and digital signage in front of the restaurant

**Method of Service:** The affected products were available to order separately and were not included in the regular buffet offerings.

During the above period, we found that certain menus and menu descriptions incorrectly referred to “Red Snow Crab” or “Red Snow Crab Pizza” as “Snow Crab” or “Snow Crab Pizza.”

We have confirmed that there were no labeling errors in products other than those listed above. Upon identifying the error on July 21, 2026, we corrected the POP displays, flyers, and digital signage on the same day. The information on our official website was corrected on July 22, 2026.

We will contact guests who purchased the affected products during the relevant period individually and provide an explanation in due course. If you purchased any of the affected products during this period and have not received a communication from us, please contact us using the details below.

Going forward, we will strengthen our verification process by having multiple staff members check the ingredient specification sheets when menu descriptions are created, in order to prevent any recurrence.

We sincerely apologize once again for the inconvenience and concern this matter may have caused. We remain committed to improving our operations and appreciate your continued understanding and patronage.

## Contact Information

General Affairs Department  
HAKONE KOWAKIEN HOTEL  
Fujita Kanko Inc.

Tel: +81-460-82-4112

Hours: Mon–Fri 10:00–17:00 (JST). Closed on weekends and public holidays in Japan.

September 8th, 2026

Fujita Kanko Inc.  
HAKONE KOWAKIEN HOTEL