



May 7, 2010

**Apologies from the hotel management regarding Café Restaurant Le Temps**

Dear Guests;

In response to a claim made by a guest on April 27, 2010 regarding the inconsistencies in the ingredients of our advertised Spring Lunch Box served at the Café Restaurant Le Temps during the month of April only, we have conducted an internal investigation and found that the actual ingredients served differed from those advertised in our print material.

There were two inconsistencies:

1. The print material indicated that Kyo-jidori chicken (free range chicken from the Kyoto region) was used for the lunch box; however, broilers from Okayama and Miyazaki prefecture were actually used for the period from April 1 to 27.
2. The same information indicated that the lunch box contained a creamy half-boiled egg; however no egg was served in the first 12 days.


Our failure to provide the service and product advertised has resulted in a loss of your trust and expectation. We sincerely apologize for the misleading information and for your disappointment.

For those who ordered the subject Spring Lunch Box, the hotel will reimburse the charge. Please contact us at one of the following contact points for details.

Toll Free: 0120-116-700 between 10 a.m. to 6 p.m. (available from May 10), local Japan time daily, or  
E-mail: [hotel@granvia-kyoto.co.jp](mailto:hotel@granvia-kyoto.co.jp)

We have reviewed our processes and reinforced the accuracy to ensure this type of error does not happen again. Once again, we would like to extend our apologies for this incident.

Sincerely yours,



Hiroyuki Sakamoto  
General Manager  
Hotel Granvia Kyoto