

Dear Valued Guests

September 10, 2026
mesm Tokyo, Autograph Collection

Apology and Notice Regarding the Sale of a Product Made with Material Past Its Best-Before Date

We have recently discovered that “Five Senses Chocolates”, manufactured and sold at mesm Tokyo, Autograph Collection, was made using material that had passed its best-before date. We sincerely apologize for the inconvenience and concern this may have caused our guests and all other parties concerned.

To date, we have received no reports of adverse health effects. Following the discovery, testing was conducted by an independent third-party laboratory. **All tested parameters returned negative results and were within the applicable standards, confirming that there were no quality issues.**

We take this matter very seriously and are committed, as an entire team, to implementing measures to prevent a recurrence.

Details:

1. Product Details

- Product name: “Five Senses Chocolates”
 - Sales period: February 21 - August 6, 2026
 - Place of sale: French dining restaurant “Chef’s Theatre” at mesm Tokyo, Autograph Collection
 - Number of boxes sold: 144
 - Material past its best-before date: Transfer sheet*
 - Best-before date: February 20, 2026
- *A transfer sheet is a film-like sheet printed with a pattern using colored edible fats, which is used to transfer decorative designs onto chocolate.

2. Circumstances and Cause

During a routine inspection of inventory management and production processes, we discovered that a material used in the product (a transfer sheet) had passed its best-before date.

3. Actions Taken

- Immediately after the issue was identified, we discontinued sales of the product and confirmed that there were no other products with the same issue.
- We promptly reported the matter to the relevant public health center.
- We posted this “Apology and Notice Regarding the Sale of a Product Made with Material Past Its Best-Before Date” on our hotel’s official website.

4. Measures to Prevent Recurrence

We will further strengthen our safety management by providing all employees with training on proper inventory control and best-before date verification, while also introducing food quality management audits conducted by an external organization.

5. Contact Information

- Telephone: 03-5777-1113 (Customer Service Desk)
- Hours: 9:00 am - 6:00 pm, Monday through Friday (excluding Japanese national holidays)
- Email: support@mesm.jp