

Customer Harassment Policy

Alleyway Gourmet Lab establishes this policy based on the principles of the Tokyo Metropolitan Ordinance on the Prevention of Customer Harassment and its related guidelines, with the aim of ensuring a safe and comfortable environment for all customers, as well as protecting the safety and dignity of the business operator.

■ Definition of Customer Harassment

Customer harassment refers to any behavior by customers or related parties that exceeds socially accepted norms and significantly disrupts the proper operation of the business.

Examples include:

- Abusive or intimidating language, personal attacks
- Repeated or excessive demands, prolonged detention
- Discriminatory remarks
- Requests beyond the scope of provided services
- Physical contact or threatening behavior
- Improper use of facilities or equipment

■ Basic Policy

We are committed to treating all customers with sincerity and respect.

However, in cases of customer harassment, we will respond firmly and will not comply with unreasonable demands.

We prioritize safety and may suspend service or terminate interactions when necessary.

■ Internal Response

We maintain appropriate measures such as record-keeping, safety management, and clear usage rules to ensure proper handling of incidents.

As we currently do not employ staff, the business operator is responsible for implementing this policy.

■ External Response

If behavior deemed as customer harassment occurs, we may refuse service or terminate facility use.

In serious cases, we may consult with or report to relevant authorities.

This policy is communicated through in-store notices and our official website.

Alleyway Gourmet Lab

Established: February 2, 2026

Announcement Date: February 18, 2026