

In order for guests to comfortably stay at the hotel, we conduct thorough infection prevention under the supervision of a physician. The hotel will operate with limited guest rooms within our majestic and beautiful nature.

#### **Thorough Disinfection of the Facility**

- Hand sanitizer stations\* are set up at every public space.
- Areas where guests interact often are frequently cleaned, such as door knobs, handrails, elevators, etc.
- Guest rooms are neatly cleaned in areas where guests frequently touch (door knob, handle, drawer, remote controller, etc.) and thoroughly ventilate the room.

\* Hypochlorous acid (HOCl): HOCl is formulated using saline and dilute hydrochloric acid through electrolysis. HOCl is a disinfectant with high sterilization effect and is highly used in hospitals and nursery homes. The Ministry of Health, Labour, and Welfare has approved the use for food additives, and it is a safe disinfectant.

#### **Health Monitoring of Staff**

- Staff measures their body temperature twice every day, and they are monitored by a regular doctor from the Health Management Unit under the parent company.
- All staff working at the hotel have received COVID-19 vaccination.

#### **Restaurant**

- Tables are limited with consideration of 3 Cs (closed spaces, crowded places, close-contact settings), and spacing out the seats.
- Staggering the reservation time to prevent different guests from contacting each other.
- All staff will serve with masks and plastic gloves and frequently disinfect with hand sanitizer.
- All cutlery, plates, glasses, etc. are cleaned using high temperature sterilization.

#### **Spa Facility**

- Large public bath are limited to guests only, and sauna are temporarily closed until further notice.

#### **Request to customers**

- Please wear a mask from arriving the hotel and during your stay (the hotel can also provide masks).
- Please refrain from visiting the hotel if you have a cough, fever, and/or any cold symptoms.
- When arriving at the hotel, we request all visitors their cooperation to check body temperature and apply hand sanitizer.
- During check-in, we ask guest to fill in a health condition questionnaire about your health condition.
- We limit the number of people riding the elevator at once.