

# **Always Clean, Always Welcome**

## **~Our new commitment for hygiene and disinfection~**

### **1. Body temperature check**

Thermography camera was installed at the entrance. Once the camera detects over 37.5C (99.5F), we will ask you to take your body temperature by medical thermometer.

### **2. Hand sanitizer**

Touch-free hand sanitizer dispensers are installed at total 18 points in public area. Frequent hand sanitizing is highly recommended.

### **3. Disinfection of frequently touched points**

We disinfect highly touched points of public area such as buttons, handles and front desk 9 times a day. We use surfactant that is recognized as effective against COVID-19.

### **4. Health management of hotel staff**

All staffs wear mask to prevent droplet infection. Body temperature measurement and regular hands sanitizing are thoroughly conducted.

### **5. Clear acrylic protective screen**

To prevent droplet infection, clear acrylic protective screens are installed at front desk.

### **6. Social distancing in elevator**

To avoid overcrowding, please limit elevator occupancy to 3 people at a time.

### **7. Social distancing at front desk**

To keep social distancing, please wait at footprints stickers.

### **8. Card key return box**

Since contactless check out is recommended, we installed card key return box.

The guests without extra payment only need to leave your room keys in the box when you check out.

### **9. Disinfection of frequently touched items**

We disinfect frequently touched items such as card keys, stylus pens and PIN pad. We use surfactant that is recognized as effective towards COVID-19.

### **10. Contactless payment**

We use change tray while payment. Cashless payment is welcome to use such as credit cards, IC cards and QR cords.

## **11. Check of health condition**

We ask you to fill up to the check sheet of health condition and transit point upon your check-in.

## **12. Contactless delivery**

There is new option for the contactless delivery of rental items/extra items. We can leave the items in front of door or hang it on the knob.

### Regarding of Guest room cleaning

#### 1. Wearing mask and disposable gloves

All cleaning staffs wear mask and gloves during cleaning. Gloves are disposed and use new one after every room cleaning.

#### 2. Ventilation of rooms

During the room cleaning, we keep windows open over 30 minutes. It takes 19.9 minutes to change air in the standard room with using ventilation fan. As for the Superior Twin rooms, it takes 30 minutes.

#### 3. Disinfection of items

All items in the guest room are wiped and disinfected thoroughly.

#### 4. Cleanliness of bathroom

When cleaning the bathroom, which is reported to be susceptible to the accumulation of viruses, the floor is washed with water, and the details such as the edges and gaps of the toilet bowl are cleaned and disinfected.

#### 5. Cleanliness of carpet

Surfactant is sprayed onto the carpet after cleaning up by vacuum cleaner.

#### 6. Extra plastic garbage bags

Small size garbage bags are equipped in the desk drawer. Please use it for dispose used masks, tissue papers and so on.

### Health management of hotel staff

#### 1. Wearing mask

We strictly order to all employees to wear a mask.

#### 2. Body temperature measurement

We are giving order to the employee temperature measurement before their duty. The employees, who have a fever higher than 37.5C (99.5F) or/and not feeling well, refrain from being on duty.

#### 3. Staggered working hours

To avoid the rush hour of commuting, we have introduced the staggered working hours and are thorough.