

## Measures Our Hotel is Taking in Response to the Novel Coronavirus

### Request to our guests



#### Use Hand Sanitizer

Hand sanitizer is now available throughout the hotel. We highly recommend practicing proper hand sanitization at all times.



#### Wear a Mask

Please wear masks when entering the hotel.



#### Take the Body Temperatures when Check-in

Please note that customers who have a fever over 37.5 degrees and who are not in a good physical condition, we reserve the right to refuse accommodation and access to the building based on your health condition, regardless of any reservations. We ask for filling out the health questionnaire when check-in.



#### Check Health Condition

Customers who have a fever, cough or sore throat might be asked to stay in the room and refrain from going out in order to avoid getting contact with other customers.



#### Maintain Social Distancing

Please keep a sufficient distance between customers in public space.

### Our measure to contain Coronavirus



#### Staff Wearing Masks

In consideration of the customer's health and safety, also the public health, all staff members wear masks thoroughly.



#### Use Disinfectants thoroughly during Cleaning

Disinfectants are regularly used during cleaning, especially in locations frequented by large numbers of people.



#### Have Air Purifiers Installed

We have installed air purifiers with humidification function on the main floors.



#### Keep Ventilation in the Hotel

We have installed a ventilation system in the entire building that takes in outside air and purifies the air through a filter which is constantly in operation.



#### Install Acrylic Board to Prevent Splash

Acrylic boards are installed in places where customers come into contact, such as the front desk and restaurant cashier. Besides, at each cashier, change is delivered by tray.



#### Secure Spaces between Tables

Part of the table is thinned out to ensure a sufficient distance. For multiple guests, we serve tables where they sit not facing each other but diagonally.



### Have Acquired "Infection Prevention Declaration Sticker" Issued by Osaka Prefecture

Our hotel has acquired the "Infection Prevention Declaration Sticker" issued by Osaka Prefecture, indicating that the facility complies with the "Novel Coronavirus Infection Spread Prevention Guidelines (industry-specific guidelines)" which is established for each industry.

We will continue endeavoring our best to serve customers in the future and keep all customers safe and sound.