# Actions Taken to Prevent COVID-19 Infections

We, at HOTEL, have taken the following measures to prevent COVID-19 infections in order to allow guests to enjoy our services at ease.

1. Placement of alcohol-based hand sanitizers
We have placed alcohol-based hand sanitizers at hotel entrances, front desk, restaurant entrances, and other locations and are encouraging guests to use them to maintain good hand hygiene.

2. Disinfection of public spaces  with alcohol

3. Additional cleaning in guest rooms
On top of routine cleaning, we provide additional cleaning using an alcohol-based disinfectant for surfaces frequently touched by guests, such as doorknobs, light switches, room keys, TV remotes, refrigerators (handles), toilet flush levers, and other items.

4. Confirmation of the health condition of guests staying at our hotels
Upon check-in, we are confirming guests' health condition.
 Should they feel ill, we will take prompt actions in cooperation with local health authorities and other relevant organizations.

5. Wearing of face masks by employees
In consideration of guests' health and safety, our employees will offer services while wearing face masks.

6. Confirmation of employees' health condition
In order to serve our guests in a healthy condition, we ensure that our employees wash and sanitize their hands properly and closely monitor their health, such as by conducting pre-shift health checks.

In order to prevent the spread of infection, we ask all guests to cooperate with the following rules.
(1) If you feel ill, please refrain from visiting or staying at our facilities.
(2) We appreciate your cooperation for using alcohol-based hand sanitizers placed at entrances to disinfect your hands before entering our facilities.
(3) When visiting our facilities, please respect social distancing guidelines and use elevators in small groups to avoid overcrowding.
(4) If you start feeling unwell while in our facilities, please advise our staff immediately.
We appreciate your understanding and cooperation.

Operetion by kyoto kiyomizu Ltd.