

**Ikenotaira Hotel & Resorts Containment action activated for Coronavirus (COVID-19) prevention.**

Guideliness

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第 1 版

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Thank you for visiting Ikenotaira Hotel & Resorts.

As a preventive measure against Coronavirus infection, all staff in our group and facilities, we are making the almost every efforts thoroughly to manage the hygiene inside and outside the hotel and amusement park on our own health as well as hospitality management system in our company.

We have set the guidelines as follows and operate them at all the services and facilities provided by our company.

1. Basic measures to prevent infection regarding Coronavirus infections :

- Alcohol sanitaizer are installed at amusement park entrances, parks, rest areas, and facility sites.
- We are much more focused on cleaning, ventilation, and sanitizing of facilities, inside and outside the hptel as well amusement park (Family land)
- We are focusing on avoiding contact between customers and costumers and even with employees by maintaining social distance (at least 1 m)
- Employees will be wearing masks and gloves.(Costumers are too requested to wear mask.)
- Implementation of proper health check up of employees and body temperature check.

2. Hotel and Accomodation Area

① Entrance Gate, Front Lobby

- We are more focused on Cleaning ,sanitizing and ventilation.
- We are checking the body temperature of the customer at the time of visit (by thermography monitor and other equipment).
- We are checking customers health condition such as fever, cough and cold.
- Costumer are needed to fill out a health check up form at the time of check in.
- We have installed the alcoholic disinfectant(sanitaizer) in the entrance and various places in the hotel.
- Costumers are requested to sanitaize their hand while entering the hotel and are requested to wear mask.
- We have installed a vinyl curtain at the ticket counter to prevent spread of infection in Front Desk.
- Implementation of infection prevention measures for each facilities (such as separating seats between costumers to mantain social distance at least 1 meter )

- Regarding the information related to departure time of bus and any other related information you will get to know by the mic announcement.

## ② Related to Check-in.

- When a congestion is expected, a special counter is installed and the receptionist are mobilized as situations.
- Customers are needed to fill out the health check sheet while checking in.
- The front counter, the writing equipments, etc. will be sanitized after use.
- Implementation of infection prevention measures for each facilities (such as separating seats between costumers to maintain social distance at least 1 meter )

(For customer in tour or Group)

- We will distribute information documents and related pamphlets in the lobby.
- Regarding the information related to hotel and any other related information you will be announced thorough the mic announcement.
- Basically, The room key will be already placed in related room. Else the room key are handed by your guide or a tour manager.
- You are requested for health checks before arrival and departure.

## ③ Elevators, escalators, stairs, etc.

- The sanitization of Operating buttons within the elevator is done frequently.
- Focusing on the usage of elevator without getting crowded.
- The sanitization of escalators, stairs is done frequently.
- Implementation of infection prevention measures for each facilities (such as separating seats between costumers to maintain social distance at least 1 meter )

## ④ Guest Rooms

- We will be strictly focusing on disinfecting and implement ventilation during cleaning.
- We will not enter your room for cleaning if you stay for more than 1 night.( This is for maintaining distance between costumers and staff but we will be setting all the amenities earlier)
- (For customer in tour or Group) The number of rooms, rooms, etc. is arranged beforehand.
- For the preparation of extra bedding and mattress, staff will enter your room in your absence(i.e when you are in dinner hall around 6-8pm) .If you're going to exclude a futon-laying service, you need to inform front desk earlier.
- Related to Ikenotaira Shirakaba Kogen hotel and Sakutaira plaza 21 hotel costumers are requested to prepare extra mattress by themselves.

## ⑤ Public Bath Zone(Onsen)

- We will be strictly sanitizing and cleaning door knobs, washstands, equipment, etc., and disinfecting them time to time.

- We have installed the alcoholic disinfectant (sanitizer) in the entrance and various places in the change room..

- Customers are requested to sanitize their hand while entering.
- There will be limit in number of people while using sauna.

⑥ Dinner, breakfast, dining hall, restaurant, and reception.

- Thorough cleaning, disinfecting and ventilation.
- There is an alcohol disinfectant solution at the entrance.
- The customers with fever, cough and cold are requested to refrain from entering.
- The layout of the table is widened.
- Staff will provide meals with tongs as per countermeasures for infection.

(For customer in tour or Group)

- We will arrange preventive measures for prevention of infection such as layout design, menu and dinner hall..
- We can guide you about the different dinner hall for meals, except for group or tour in exclusive occasions.

⑦ Check out.

- Implementation of infection prevention measures for each facilities (such as separating seats between customers to maintain social distance at least 1 meter )
- We will sanitize the room keys after every use.

(For customer in tour or Group)

- Return the room key to the the front desk or the tour guide or manager.

⑧ Sovinier Shop

- When entering the shop, Customer are needed to fill out a health check up form.
- We have installed the alcoholic disinfectant (sanitizer) in the entrance and various places in the park.
- Customers are requested to sanitize their hand while entering the park and requested to wear mask.
- We have installed a vinyl curtain at the ticket counter to prevent spread of infection.
- Implementation of infection prevention measures for each facilities (such as separating seats between customers to maintain social distance at least 1 meter )

-Cash handling is conducted through tray. .

⑨ Indoor facilities.

- When entering the park, Customer are needed to fill out a health check up form.
- We have installed the alcoholic disinfectant (sanitizer) in the entrance and various places in the park.
- Customers are requested to sanitize their hand while entering the park and requested to

wear mask.

- We have installed a vinyl curtain at the ticket counter to prevent spread of infection.
- Implementation of infection prevention measures for each facilities (such as separating seats between costumers to mantain social distance at least 1 meter )
- Implementation of alcohol sanitaizing every time after use.
- Some playground facilities are suspended for infection prevention measures.

### 3. Response to the possibility of a possible infection.

In the case of a customer, if a person has symptoms of fever or flu, he will wait within his cabin and ask for a mask to be worn and requested not to go outside.

We will contact the health center and inform you of the conditions and symptoms of the possible infection and follow instructions from the health center.

### 4 About the hospitality of our company

- Although we have reduced contact points with customers, we will try our to provide the best we can in our service.
- Although staffs are using masks, you will be welcomed with a warm smile that you can feel.
- We will be focusing to create safe and secure places for the joy and pleasure of the costumers.

We will be updating about the guidelines time to time as requirement and conditions.