

**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. Amusement park Area

A. Kurukuru no kuni Area • Sucusuku no mori Area • Furu Area

- 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.
- When entering the park, Costumer are needed to fill out a health check up form.
- We have installed the alcoholic disinfectant(sanitaizer) in the entrance and various places in the park.
- Costumers are requested to sanitaize 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.

B.Paper Art Museum

- 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.
- When entering the museum, Costumer are needed to fill out a health check up form.
- We have installed the alcoholic disinfectant(sanitaizer) in the entrance and various places in the museum.
- Costumers are requested to sanitaize 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.

#### C. Golden Acacia Hill Lift

- 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.
- We have installed the alcoholic disinfectant(sanitaizer) in the entrance and various places in the museum.
- Costumers are requested to sanitaize their hand while entering the Acasia Hill lift and requested to use mask.
- Implementation of infection prevention measures for each facilities (such as separating seats between costumers to mantain social distance at least 1 meter )
- We are sanitizing the seat of lift after use.

#### D. Bowling Zone

- 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.
- We have installed the alcoholic disinfectant(sanitaizer) in the entrance and various places in the Bowling zone area.
- Costumers are requested to sanitaize their hand while entering the bowling zone are and requested to u use mask.
- Implementation of infection prevention measures for each facilities (such as separating seats between costumers to mantain social distance at least 1 meter )
- For avoiding the crowd, one group is only allowed to play on single lane.
- High-touch or High Five are not allowed.
- Bowling balls and shoes are sterilized with alcohol every time after use.

#### E. Indoor pool

- 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.
- We have installed the alcoholic disinfectant(sanitaizer) in the entrance and various places in the Indoor pool area.
- Costumers are requested to sanitaize their hand while entering the bowling zone are and requested to u use mask.

- Implementation of infection prevention measures for each facilities (such as separating seats between costumers to mantain social distance at least 1 meter)
- We have installed a vinyl curtain at the ticket counter to prevent spread of infections.
- For avoiding crowd, there may be entrance restrictions as situation and condition of pool.
- We have set the locker so that social distance can be maintained.
- Change rooms are regularly ventilated and sanitized with alcohol.
- We have strictly strengthen water quality management.

#### F. Camping Zone

- 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.
- We have installed the alcoholic disinfectant(sanitaizer) in the entrance area.

#### 3 Response to suspicious infection

- If a customer who might be infected at the facility are confirmed, We will discuss the response in co-operation with the public health center and follow the instructions.
- When a mass infection is suspected in the facility or in the neighborhood, we will try to provide information to public health centers as much as possible and take necessary measures to prevent the spread of infection based on the cause.

#### 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.