

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

Guidelines

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. As per Facilities

①Lake Side Plaza.

- 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 plaza.
- Costumers are requested to sanitaize their hand while entering and requested to wear mask.
- We have installed a vinyl curtain at the 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 facilities are suspended for infection prevention measures.
- Cash is free from contact through trays.
- The rental cycle will be sanitized after use.

②Resturants

- 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 resturant, 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 resturant..
- Costumers are requested to sanitaize their hand while entering and requested to wear mask.
- We have installed a vinyl curtain at the 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.

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.