

# The hotel's effort to prevent the spread of coronavirus

In order to prevent the spread of coronavirus, we have established new standards and measures. Ibusuki Royal Hotel continues to strive to become a hotel that ensures safety to provide an enjoyable stay to our customers despite of coronavirus.

## ◆Implemented measures to avoid infection

### <Droplet infection preventive measures>

- Splash-proof acrylic plate partition is installed on the front desk counter.
- Staff wears mask when serving guests. If necessary, goggles and face shield are also used.
- We regularly observe proper ventilation mainly on the common space and public areas.

### <Securing social distance>

- We provide information about the hotel's facilities while keeping social distance between guest and staff.
- Staff are not allowed to get on the same elevator with guests.
- Restaurant's table arrangement has been customized to ensure proper social distancing.
- To prevent overcrowding in the public bath, we reduced the number of slipper shelves and lockers.
- Passengers of the hotel's shuttle bus to hot-sand bath are also limited for the time being.

### <Infection through contact preventive measures>

- Room key and items for rental are disinfected before handing over to guest.
- Cashless payment method is recommended.
- Breakfast has been changed from the traditional buffet style where large plates of dishes are prepared to which is known as 「small plate buffet. Rice and Miso soup are served by staff. Rice scoops and other items, such as ladles, are being replaced every 15 minutes with those that have been cleaned and sterilized.

※Breakfast style may vary depend on the number of guest reservation. We also provide 「Set menu style」 breakfast. ※

## ◆Cleaning and Sanitation measures

- We have improved housekeeping manual and enforce proper ventilation and disinfection procedures.
- Staff disinfects hands before preparation of equipment and bed-making at all times.
- We have increased the frequency of cleaning and disinfection of high touch surfaces including the lobby, front desk counter, handrail, elevator buttons, door handles, etc.

## ◆Strengthening Health Management of hotel staff

- All staff are required to check body temperature and fill in health check sheet daily.
- Hand-washing area has been installed at the staff entrance. Staff washes hands before entering the hotel at all times. We also wash our hands frequently during working hours.
- We observe proper social distancing among our fellow staff to reduce the risk of infection.

# We sincerely ask for your cooperation

For your safety and well-being, we ask for your cooperation in the following:

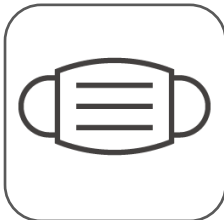
## ◆ Body temperature and physical condition check

Guests are requested to have their body temperature checked before entering the hotel. Guests whose body temperature is 37.5 degree Celsius and above (those who are also having a fever or not feeling well), are required to follow these instruction (\*also apply to accompanying guest)



- Please do not leave your room during your stay and avoid contact with other guests. Hence, usage of public bath, sand bath, restaurant, pool, and common areas is prohibited.
- Please wear a mask at all times during your stay.
- Your meals will be served as room service. Staff will deliver the food up until the front door and are not allowed to enter inside.
- If you feel unwell, immediately contact the front desk using telephone and do not get outside your room.
- You may be asked to visit a medical institution.
- ※ The type room and meals (if included) will be changed from the one in your reservation to correspond with this situation.

## ◆ Wearing a mask



Guests are required to wear a mask in all public areas. Even at the restaurant or dining hall, please keep wearing your mask until seated; when leaving the seat; and/ or when taking food from the buffet table.

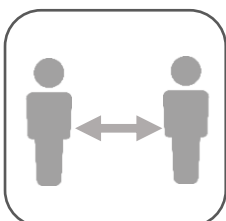
Staff will request you to wear a mask if you are not wearing one.

## ◆ Alcohol disinfection and Hand washing



Alcohol disinfectants are installed in various places of the hotel. Feel free to use whenever it is needed. Guests are required to use alcohol in disinfecting their hands before entering the hotel; and, also to wash and disinfect their hands before taking their meal.

## ◆ Social distance



Please observe proper social distancing when using facilities of the hotel.

In addition, in order to avoid “crowding” • “close contact” • “closed space” , we have set a limit on the number of guests allowed to use the elevator, public bath and shuttle bus at the same time.

We are sorry for these inconveniences and look forward to your understanding.