

# Ikenotaira Hotel & Resorts

## Containment action activated for Coronavirus (COVID-19) prevention Accommodation Guidelines

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2nd Version

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Thank you for visiting Ikenotaira Hotel & Resorts.

In view of the recent Coronavirus (COVID-19) situation, the following measures will be implemented in the Ikenotaira hotel and group to prevent Coronavirus (COVID-19).

In order to enhance the prevention, we are keep focusing on the latest information of coronavirus and update the measures to protect all hotel staff members and customer' s health and safety.

We have implemented the guidelines as follows at all the services and facilities.

#### 1. Precautionary Measures in Response to COVID-19

- Hand sanitizers are installed at hotel entrance, lobby, restaurant, dinning room, amusement park, ski resort, rest areas and facilities sites
- Enhance cleaning, ventilation, and sanitizing of facilities at the hotel which indoor and outdoor facilities
- Avoid the close distance between yourself and others, maintaining social distance at least 1m
- All staffs must wear masks and disposable gloves. (Face shield is prepared in case of the situation.)
- All staffs has self-checked health condition and checked body temperature before work

#### 2. Hotel Area

##### ① Hotel Entrance, Front desk and lobby

- Increase the frequency of cleaning and disinfecting, and ventilation
- Body temperature checking by thermography monitor or other body temperature device
- Health condition screening to ensure any symptoms of COVID-19 such as fever, cough and cold
- Hand sanitizers are installed at the hotel entrance and lobby
- Hotel guests will be required to sanitize hand and wear mask when entering the hotel
- Vinyl curtain is installed at the ticketing counter and front desk to prevent spread of infections
- Please keep your social distance at least 1m between yourself and others
  - (Group tour guests)
  - Tour leader is requested to hold the briefing on the tour bus or separate to small group and hold briefing at lobby with using a microphone

##### ② Check-in

- Temporality counters will be extra set up in peak timeslot
- The distance between you and other guests should maintain at least 1m, please follow the queue restrictions on the notice
- Hotel guests will be requested to fill in the health survey when check in

- Front desk counter and front desk stationery will be sanitized after use  
(Group tour guests)
- Hotel information and related pamphlets will be introduced by tour leader with microphone on tour bus or lobby
- Guest room key is prepared in the room or distributed by tour leader accordingly
- Please inform us the room arrangement list in advanced
- Check all group members' health condition and body temperature before departure

### ③ Elevators, escalators and stairs handrail

- Sanitize elevators buttons frequently
- Avoid overcrowding elevators
- Sanitize escalators handrail frequently
- Keep your distance when riding on an escalator
- Sanitize stairs handrail frequently

### ④ Guest Rooms

- Disinfecting and implement ventilation is implemented during housekeeping cleaning
- Housekeeping cleaning service only provided for continuous stay. Refill the room amenities only  
(Group Tour Customers)
- Please confirm the room arrangement and room number
- For the preparation of extra bedding and mattress, housekeeping staff will enter your room during dinner time (6-8pm) .If you do not need a futon-laying service, please inform front desk
- Ikenotaira Shirakaba Kogen hotel and Sakutaira plaza 21 hotel costumers are requested to prepare extra mattress by themselves.

### ⑤ Public Bath Zone(Onsen)

- Sanitizing ,cleaning and disinfecting door knobs, washstands, equipment, etc.,
- Hand sanitizers are installed in the entrance and changing room
- Customers are requested to sanitaize their hand before entering
- There will be limit in number of people while using sauna

### ⑥ Dinner, breakfast, banquet hall, restaurant, and reception

- Cleaning, disinfecting and ventilation is implemented
- Hand sanitizer is installed at the restaurant entrance
- The customers who have fever, cough and cold are not allowed to enter
- Design the layout of the table and maintains the distance with other table  
(Group Tour Costumers)

- Arrange preventive measures for prevention of infection such as layout sitting design, menu and catering service
- Reserved banquet room and exclusive timeslot can be arranged

#### ⑦ Check out

- Practice social distance at least 1m
- When settle the payment, please put the cash or credit card on the cash tray
- Sanitize the room keys after every use
- (Group Tour Costumers)
- Return the room key to the the front desk or collected by tour guide/ tour leader

#### ⑧ Sovinier Shop

- Vinyl curtain is installed at the cashier
- Stop food tasting service
- Sanitize Equipment, shelf and fridge handroll
- Sanitize the shopping basket after every use
- Please keep 1.5m social distance at cashier
- Cash handling is conducted through cash tray

#### ⑨ Ski Gear Rental Shop

- Health condition screening to ensure any symptoms of COVID-19 such as fever, cough and cold
- Hotel guests are requested to sanitize hand and wear mask when entering the restaurant
- Entrance limitation is set to control the number of customer
- Keep the social distance with the shop layout
- Keep cleaning and sanitize the coin locker and public equipment after use
- Disposable gloves and disposable head cap is provided if customer requests
- (Group Tour Guest)
- Please follow the time slot to rental shop
- Please contact us to reserve the rental item, quantity and the place of rent and return
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#### ⑩ Indoor facilities

- Hand sanitizers are installed in different spots throughout the hotel
- Please noted that facilities has different entrance limited
- Equipment is sanitized by alcohol sanitizers after every use
- A part of facilities are suspended for infection prevention measures

3. Response to the possibility of a possible infection.

In the case of a customer who has symptoms of fever or flu, he/she must wear face mask and stay at room. We will contact the health center immediately , tell them about his/her health conditions and symptoms of the possible infection and follow instructions by the health center.

In order to provide a safe environment to guests, guidelines will be updated and find the suitable action to prevent COVID-19.