

Ikenotaira Hotel & Resorts  
Containment action activated for Coronavirus (COVID-19) prevention  
Day Trip (Restaurant/Shop/ Ski Gear Rental Shop)  
Guidelines

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2nd Version

10<sup>th</sup> Oct 2020



白樺リゾート  
池の平ホテル&リゾート

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

- Install hand sanitizers at facilities entrance, restaurant, shop entrance and throughout the hotel
- Enhance cleaning, ventilation, and sanitizing of indoor and outdoor facilities and washroom and restaurant
- Avoid the close distance between yourself and others, maintain 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. Facilities

### a. Souvenir Shop

- Install hand sanitizers at entrance, shop entrance and in front of counter
- Install a Vinyl curtain at the cashier
- Stop the food tasting and drink tasting service
- Sanitize equipment, shelf and fridge handroll frequently
- Sanitize the shopping basket after every use
- Please keep 1.5m social distance at cashier
- Cash handling is conducted through cash tray
- Sanitize the rental cycle after every use

(Group guest)

- Please follow the time slot to enter into shop

### b. Restaurants

- Health condition screening to ensure any symptoms of COVID-19 such as fever, cough and cold
- Guest will be requested to sanitize hand and wear mask when entering the restaurant
- Entrance limitation for control the max. number of guest
- Avoid the crowded situation, Queue Calling System is implemented for waiting the seats accordingly
- Table and seats has arranged in enough distance

- Alcohol sanitizing the table every time after use
- Install a Vinyl curtain at the cashier
- Keep the social distance when waiting for settle payment at cashier  
(Group Guest)
- Please contact us to arrange the seating plan
- Entrance limitation is set to control the max. number of guest

### 3. Ski Gear Rental Shop

- Health condition screening to ensure any symptoms of COVID-19 such as fever, cough and cold
- Guest will be requested to sanitize hand and wear mask when entering the restaurant
- Entrance limitation for control the max. number of guest
- 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 guest requests  
➤ (Group Guest)
- Please follow the time slot to rental shop
- Please contact us to reserve the rental item, quantity and reserve the place of rent and return

### 4. Response to suspicious infection

- If a customer feel sick, fever or any symptom of COVID-19, and might be infected the COVID-19 at the facility, he/she is requested stay at room with wearing mask.
- We will contact the public health center immediately and follow the instructions by the health center.

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