



Notification of Measures to Prevent the Spread of the Novel Coronavirus (COVID-19)

To our dear Guests,

Thank you for your patronage of the Royal Park Hotels.

Royal Park Hotels are undertaking the following measures to do its part in preventing the spread of the novel coronavirus (COVID-19).

We apologize for any inconvenience this may cause you and ask for your understanding in this matter.

■Regarding changes to business operations

Changes in operations are being made to some facilities at the following hotels.

See the website for each hotel for details.

■Main measures adopted at Royal Park Hotels

1. Providing alcohol-based disinfectant at an additional number of points

We have provided alcohol-based disinfectant at an additional number of points in the lobby, restaurants, restrooms, etc. to create a comfortable environment for our guests.

2. Enhancing regular disinfection

We disinfect the points that guests often touch, including doorknobs, doors, escalator handrails, elevator buttons, and restroom doors, using alcohol-based disinfectant.

3. Requiring the staff to wear masks when serving guests

To protect the health and safety of our guests and maintain public hygiene, our service staff are wearing masks, gloves and face shields.



4. Well ventilate public spaces in the hotel

Please note that, to well ventilate public spaces in the hotel, we open doors and windows in such places on a regular basis.

5. Distributing health check sheets at check-in

When you check in, we measure your body temperature and distribute a health check sheet to you. In addition, please note that we may ask you where you transited before you arrived at the hotel, including details of your travel history.

6. Strict disinfection

We have a strict disinfection during cleaning guest rooms.

[Measures for our staff]

1. Requiring them to wear masks while commuting

We require our staff to wear masks while they commute.

2. Checking their physical condition when they arrive at work

When the staff arrive at work, we measure their body temperature and have them disinfect their hands without exception. Additionally, if staff members have a fever or are not feeling well, we direct them to stay at home.

3. Providing alcohol-based disinfectant at an additional number of points in the back office

We have provided alcohol-based disinfectant at an additional number of points in the back office, etc. to ensure that staff can disinfect their hands when entering the office and after using a restroom.

[Requests to guests]

- For your and other guests' comfortable stay with us, you are kindly requested to wear a mask and disinfect your hands with alcohol-based disinfectant when you enter the hotel.



- If you have a high fever or are not feeling well, please refrain from visiting the hotel. We apologize for your inconvenience, but thank you for your understanding.
- If you do not feel well during your stay, please notify the nearest staff member.
- To prevent infection in the hotel, we request that you practice physical distancing from other guests or staff members while waiting at the reception, restaurants or other places. We also arrange seats in such places and limit the number of elevator users so that physical distancing is appropriately practiced. Thank you for your cooperation in advance.
- We may request your cooperation in appropriately implementing other measures to prevent COVID-19 infection. We would appreciate your generous understanding and cooperation.

* Please note that the above-mentioned measures are subject to change according to the policies of the government and related organizations. In such cases, we will provide you with the updated information.



【ロイヤルパークホテルズ感染症対策について】

平素よりロイヤルパークホテルズをご利用いただき、誠にありがとうございます。
当ホテルグループでは、新型コロナウイルス感染拡大防止のため、様々な対応をとっております。

■当ホテルの取り組み

1.館内各所

-ロビーをはじめレストランや化粧室などに消毒液を増設し、お客様が触れる機会の多い個所のアルコール消毒を適宜実施しております。

2.客室

-客室内の消毒を強化しており、ご案内書など手に触れる書類などは極力設置しないようにしております。

3.レストラン

-サービススタッフはマスクや手袋を着用しております。またレストランやバー・ラウンジでは座席の間隔を確保しております。

4.スタッフの健康管理

-従業員事務室や休憩室などにおいても消毒液を増設し、出勤時の検温や手指消毒の徹底を行っております。

■お客様へのお願い

1.ご来館時

- ご来館時にはマスクの着用と手指消毒へのご協力をお願いしております。

2.フロント

- フロントでは、お客様同士間隔を空けてお待ちください。

- フロントでは飛沫飛散防止のため、アクリルパーテーションを設置しております。

- 検温の実施と共に健康管理チェックシートをお客様に配布しております。

渡航履歴などホテルご到着までの経由地を確認させていただくことがあります。



3.エレベーター

- ご乗車の際は、足元に記されたマークを目印に、お客様同士の間隔を空けてお待ちください。同時にご乗車いただく人数を制限しておりますので、お近くの掲示物にてご確認ください。

感染拡大防止の観点から他にもお客様にご協力をお願いすることがございますので、その際には何卒ご理解くださいますようお願い申し上げます。