

# Initiatives of our group for prevention of expansion for COVID-19



## Thank you for staying with us.

We, Japanese Inn group, are working hard to prevent the spread of COVID-19 so that you may have a safe and secure stay.

We ask your cooperation and understanding.

### Responsibilities of the Japanese Inn Group

- Our reception desk is isolated by a plastic sheet or acrylic plate and sanitized frequently. We disinfect often-touched items between every use, such as room keys and pens.
- We provide hand sanitizer and surface disinfectant at the entrance and other spots in the inn.
- We clean our rooms with extra care. We disinfect items that are touched by guests, such as door knobs, phones, remote controls, tables, chairs, pens, switches, refrigerators, safe handles, toilet seats, toilet paper holders, water taps, and information signs.
- We frequently clean and disinfect our entrances, lobby, dining area, hallways, stairs, elevators, public baths, public toilets and all other public areas. We keep logs of cleaning times.
- Ventilation systems frequently operate in our lobby and other public spaces.
- Plates, cups, glasses, cutlery, and chopsticks are sterilized by washing at over 80 degrees C (176 degrees F). Menus, seasonings and other things on the tables are disinfected between guests. We provide individual tongs and chopsticks for serving yourself.
- We will try to avoid crowds in lobbies at all times. We limit the number of guests in dining areas and public baths to avoid close contact and set time limits if necessary.
- We post the daily health condition of our staff (body temperature, etc.). All of our staff members always wear masks and wash hands frequently. If any staff is ill for any reason, they are not allowed to work.

### Responsibilities of our Guests

- On check-in, each guest will have their body temperature checked by electronic thermometer.
- Each guest will be asked to fill out a form with your ID, current body temperature. To trace the route of any infections, the form includes health conditions and overseas travel history for the prior two weeks.
- Body temperatures will be checked daily.
- Please wash and disinfect your hands and gargle often. If you are allergic to alcohol, please use hand soap.
- Please wear a mask at all times in the lobbies, hallways, dining area and other public areas. If you need a mask, let us know.
- Avoid the 3 C's: Closed spaces, Crowded places, and Close-contact settings. Please maintain social distance from other guests. Before using public areas, such as dining room and public bath, please ask our receptionist for information about how crowded they are.
- If any guest should develop a fever of over 37.5 degrees C (99.5 degrees F) at check-in or during a stay, we will provide a separate room. We will contact a public health center for advice for you or contact a local hospital to see a doctor in our area.

Please ask if you have any questions and let us know if you have any requests.

We hope you understand that these protocols are to keep our guests and staff safe and healthy.

Thank you for your cooperation.

**JAPANESE INN GROUP**

