

Tokyu Hotels Group Updates New Operation Guideline Corresponded to a 'New Norm'

25th May 2020

We at Tokyu Hotels Group will enforce new operational guidelines for the sake of all guests to stay comfortably and safely in our hotels. This new operation will begin as soon as we are able to implement it.

Request to our guests

- Please cooperate with putting on a face mask in order to relieve the anxiety by guests and keep people safe.
- Please keep social distance with other guests.
- Please check in and out via one person on behalf of the group if there is more than one of you, and wait for a queue / line with social distance. We also recommend using automatic self check-in machines.
- Please use an elevator and an escalator where there is space between guests.
- Please use a sofa where there is space between guests.
- Please cooperate with using a cash tray for a cheque.
- If you are feeling unwell in any way, please speak to the staff.

Approach from our hotels staff

Basic Approach

- We are thorough about ventilation of rooms and restaurants in the hotels.
- We install protective screens at our front desks and put on disposable gloves and a face mask or a face shield.
- We locate hand sanitizers in the hotels.
- We regularly disinfect the places guests touch at public spaces and backyard spaces in the hotels a couple of times in a day.
- We are thorough about checking our employee's health conditions including body temperature.
- We are thorough about gargling and hand washing.

Approach from each department

Public space

- We regularly disinfect the places guests touch at public spaces in the hotels including doors of an entrance and buttons in an elevator over four times in a day.
- We clean up toilets every hour *More frequently during busy times
- We will regulate the number of users in a smoking room depending on the situation

Accommodation

- We will strengthen the disinfection process of the guest rooms for the sake of all guests to stay comfortably and safely in our hotels.
- We will check the health conditions of all guests at check-in. In this case, we will request to check the body temperature and the places they have been before coming to the hotels.

Restaurants and banquet facilities

- We regularly disinfect the places guests touch at public spaces such as tables, counters and chairs in the hotels over four times a day
- We will guide all guests to tables in order to keep social distance between groups in the restaurants.
- We don't serve any buffet style in the hotels.