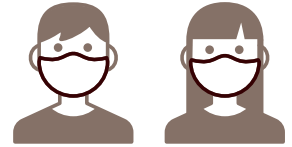


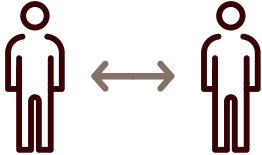
# "Your Safety, Our Priority New Protocols at Tokyu Hotels"

01



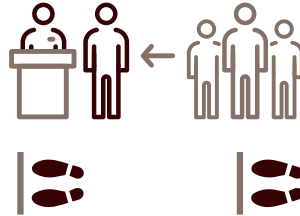
In consideration of others,  
please wear face coverings

02



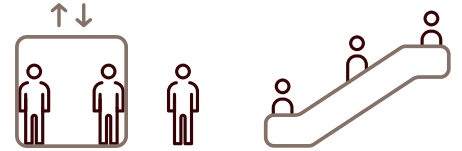
Practice social distancing  
at all times

03



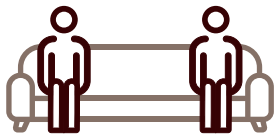
Send 1 representative to check in/out  
on behalf of your group &  
stay a safe distance apart while in line

04



Keep your distance from others  
when using the elevator or escalator

05



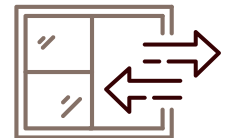
Maintain space between  
each other when sharing sofas

06



Utilize cash trays  
during payment

07



Ventilation will be increased  
throughout the hotel & its restaurants

08



Protective screens have been  
installed at the front desk

09



Employees are required to wear  
a face mask or face shield

10



Sanitation stations have been  
set up for your convenience

11



All customer touchpoints  
will be disinfected regularly

12



Employees will undergo  
a daily wellness screening,  
including temperature check

13



Employees will adhere to  
thorough handwashing guidelines &  
other sanitization techniques

14



During check-in, we will request  
a temperature check & history of places  
visited prior to arrival at the hotel from guests

15



At restaurants, we will guide  
all guests to their tables to ensure  
social distancing guidelines are being met

16



There will be no buffets  
until further notice