

# SOTETSU HOTELS

To Our Customers

## SOTETSU HOTELS Efforts to Prevent the Spread of Novel Coronavirus

Thank you very much for your continued patronage of SOTETSU HOTELS.

We would like to offer our heartfelt sympathies to everyone affected by the novel coronavirus.

SOTETSU HOTELS is taking the following measures to prevent the spread of the novel coronavirus, ensure health and safety of our guests and employees, and help our guests use our facilities with peace of mind.

We sincerely apologize for any inconveniences these may cause our guests, and thank you for your understanding and cooperation.

### ■ Efforts In Our Public Spaces

- ① Common areas are being ventilated as appropriate.
- ② Common areas such as the area around the front desk and the elevators are being disinfected with alcohol as appropriate.
- ③ The way breakfast is served at some of our restaurants has been changed. (Changing from buffet style to a set menu, etc.) See [here](#) for efforts at individual hotels.
- ④ Alcohol disinfectant has been placed in common areas, at the entrance to restaurants and elsewhere.

### ■ Efforts for Our Employees

- ① Our employees wear masks when serving guests.
- ② Employees are checked for temperature and health condition when arriving at work.
- ③ Employees who experience coughing or fever are instructed to stay at home.
- ④ Employees are instructed to take good care of their health by washing their hands and gargling on a regular basis.
- ⑤ Alcohol disinfectant solution is placed in each workplace for employees to disinfect their hands when entering.
- ⑥ Employees have been instructed to suspend any non-essential business trips or outings, and to refrain from or postpone overseas travel.
- ⑦ Telework or staggered working hours to avoid rush hour and prevent the spread of infection have been implemented in all possible departments.

### ■ Dear Guests

- ① We ask all guests to wash hands and gargle frequently.
- ② We also ask that you assist in ventilating your room during your stay.
- ③ If your room is equipped with an air purifier, we ask that you use it.
- ④ When leaving your room, we ask that you wear a mask.
- ⑤ Please inform a member of hotel staff at the front desk if you experience worsening of your health condition with symptoms such as coughing or fever during your stay.

### ■ Business Notice

Some of our hotels have closed temporarily. See [here](#) to check the detailed information of individual hotels.

\*The efforts listed above may be updated in the future according to the policies of the Japanese government and relevant organizations.

The response at our international hotels is in accordance with the circumstances of the country of location and that country's measures against the spread of infection.

Please note that the efforts listed above may be subject to change without notice.

June 2, 2020