

Dear Valued Guest,

Precautions against the Spread of Novel Coronavirus

Thank you for your continued support for Kyoto Hotel Okura.

In order to prevent the spread of the Novel Coronavirus, the precautionary measures below have been implemented throughout the hotel as the safety of our guests are our utmost priority.

***The precautionary measures will be revised depending on the situation.

1. Thorough Ventilation

*Constant thorough ventilation throughout the hotel

2. Prevention of Contagious Infection

*Alcohol-based hand sanitizer station in key areas throughout the hotel

*Disinfecting public spaces and equipment with special attention to high-touch surfaces

*Disinfecting equipment at guest rooms, restaurants and banquet rooms

*A tray will be used to hold cash or credit cards

3. Prevention of Droplet Infection

*Seat allocation to promote physical distancing

*Guidance by hotel staff to promote physical distancing at the front desk, hotel lobby, smoking booth, elevator etc.

*Placement of partitions between guests and hotel staff at the front desk and restaurant counters to prevent droplet infection

4. Precautionary measures for hotel staff and affiliates

*Masks or face shields for all staff and affiliates (gloves if necessary)

*Mandatory screening for all staff

*Staff with a bad health condition will be instructed to stay at home

*Hand hygiene, including proper handwashing & hand sanitizer stations

5. For our guests,

*Please wear a face mask in the hotel.

*Please keep your hands clean with alcohol-based hand sanitizers when entering the hotel.

*Please maintain social / physical distance between other guests.

*Please fill out a health check form, present your identification card and undergo temperature checks upon check-in.

*We may ask guests who have a fever or a bad cough to refrain from entering the hotel.

*Please register yourself on COVID-19 Contact-Confirming Application, or let your event organizer know about your contact details if you participate in any events.

Sufficient Distance

The standard of the sufficient distance is 1 meter or 2 meters if possible.

We express our deepest thanks for your understanding and cooperation.