

～ Keeping Our Guests Safe ～

Tokyu Stay is taking strict preventive measures for our guests' safety and well-being.

■ Enhanced cleaning and hygiene within the hotel

- We are disinfecting frequently touched areas such as doors, door knobs, elevator buttons and bathroom doors.
- We are asking guests to follow physical distancing rules when using communal areas such as elevators and lobbies.
- We have placed hand sanitizers throughout the lobby for our guests.
- We are asking guests to follow physical distancing rules at the Front Desk.
- All staffs will be wearing masks.
- Protective panels are installed at the Front Desk.

■ Guest safety

- We are asking guests to fill in a health-check questionnaire upon check-in.
- We are asking guests to alert the Front Desk immediately when experiencing flu-like symptoms.
- We are asking guests to wear masks within the building.
- We have non-contact thermometers for when guests wish to take their temperatures.

■ Breakfast venues

- All restaurant staffs will be wearing masks and implementing strict hygiene measures.
- Tables will be disinfected after each use.
- We may limit entrance when venues are too crowded.

■ Housekeeping

- All staffs will be wearing masks and gloves during cleaning.
- We will make sure that the rooms and communal areas are ventilated during housekeeping.
- Housekeeping cannot be done while guests are present in the room to decrease chances of human contact..
- We are disinfecting frequently touched areas such as door knobs, amenities and desks.

■ Our staff

- All hotel employees check for symptoms and take temperatures before commuting.
- All staffs practice thorough hand-washing and gargling to ensure their health and hygiene.
- We ensure that the back office is sanitized, properly ventilated and is not crowded.

■ Hot-spring baths (TOKYU STAY Hida-Takayama Musubi no Yu)

- We are asking guests to kindly keep a safe distance away from others when using the changing room lockers.
- We are regularly disinfecting the changing rooms, ventilating the bathroom during cleaning, and washing amenities.
- Private baths are cleaned and disinfected after each use.

【Dear Guests】

In order to ensure a safe and pleasant stay, please kindly wear a mask when visiting our hotels, making sure to utilize our hand sanitizers. When you are feeling unwell, please feel free to inform the Front Desk.