



FUFU KAWAGUCHIKO

Our Official Guideline of COVID-19 Precautionary Measures



Thank you very much for your continued use of our services. As always, the health and safety of our guests and employees is our first priority.

In consideration of the ongoing COVID-19 situation, we have enhanced our standards of cleanliness and hygiene protocols and are taking the following precautionary and response measures to ensure your safety;

Our Customer Service:

- Hand sanitizer stations are installed for our guests in the public spaces and guest rooms.
- We thoroughly wipe and disinfect 'high-touch' areas such as doors, door handles, seats in the restaurant and so on.
- When we clean the guest rooms, we thoroughly ventilate by opening and closing the windows and doors to refresh the air inside the guest rooms.
- We require all of our guests to have their body temperature checked upon their arrival.

General Guidance for Our Employees:

- Hand sanitizer stations are installed for our employees in the staff rooms, and we thoroughly sterilize and conduct hand washing and hand disinfection.
- When we have our clients visiting the facility, we ensure to ask them to disinfect prior to entering the facility.
- We regularly check the body temperatures of our employees and assess for symptoms such as coughing, tiredness, headaches and loss of taste/smell.
- All employees and their families are banned from dining, drinking and/or partying with others in any form as a matter of maintaining our principle to stifle the spread of COVID-19 as much as possible.



In the Facility:

- All of the guest rooms have each private open-air bath inside the rooms, so our guests can enjoy the private open-air baths in their room.
- At the restaurant, our guests can enjoy meals keeping a social distancing between other guests.

We continue to conduct the most thorough methods that ensure the greatest hygienic standards for our guests and employees.

We apologize for any inconvenience this may cause you, and we sincerely appreciate your continued understanding and cooperation during this challenging time.

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