



Ginrinsou

Our Response to COVID-19



Thank you very much for your continued use of our services.

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.

【Hygiene and Health Management for Our Employees】

- All of our employees wear face masks at all times in the facility.
- We thoroughly encourage all of our employees to conduct hand washing, gargling and hand disinfection.
- We regularly check the body temperatures of our employees and assess for symptoms such as coughing, tiredness, and headaches. If an employee is confirmed to have any relevant symptoms including a cold, we request him/her to isolate themselves at home immediately.

【Hygiene Management in the Facility】

- We regularly ventilate the entire facility including the lobby and public spaces.
- We installed hand sanitizer stations everywhere in the facility, and our employees make sure to sterilize the public spaces in the facility regularly.
- We ensure to disinfect and sterilize the guest rooms prior to the guest's arrival.
- Some of the equipment in the facility has been replaced with disposable items.



【Regarding the Preparation of Futon During Your Stay】

- We prepare the futon for the number of people before arrival.
- We will not put away futon next morning unless you request otherwise. In terms of preventing the spread of infection and reducing the chances of contact with our guests, we are taking measures to reduce the number of entering and leaving the room. We are sorry for any inconvenience this may cause you.

【Dining Room During Your Stay】

- For dinner and breakfast, we serve one group at a time either in a private room or semi-private room keeping a safe distance between our guests. In terms of preventing the spread of infection and reducing the chances of contact with our guests, we will not serve meals in the guest rooms that require frequent entry for the time being.

【Regarding Business Suspension of the Lounge in “Grill Ginrinsou”】

- The restaurant business with karaoke equipment in the lounge will be suspended for the time being in terms of preventing the spread of infection. We are sorry for any inconvenience this may cause you.

【Our Regulations on COVID-19】

- Please wear a face mask prior to entering the facility. Also, please cooperate in compliance with cough etiquette.
- We will not require our guests body temperature check prior to their arrival. Please kindly refrain from visiting if you have a fever or any suspicious symptoms.

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