



Hakone-Ginyu

Our Response to COVID-19 and Notice Regarding Cancellation Policy



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.

Our Regulations on COVID-19:

- We require all of our guests to log their travel history with us and have their body temperature checked prior to their arrival. Please don't hesitate to contact us in advance if you have any symptoms such as a fever or coughing.
- We may have a health check on our guests upon check-in.
- Please let us know immediately if you have a fever of over 37.5 degrees Celsius, coughing or chills. Upon request, we will introduce you to a medical institution accordingly.
- Hand sanitizer stations are installed everywhere in the facility. Please disinfect your hands regularly prior to entering the facility and having meals, and during your stay.

General Guidance for Our Employees:

- To ensure safety for our guests, we encourage our employees to maintain the habit of hand washing and hand disinfection thoroughly. Also, we encourage our employees to report their health check everyday. We encourage our employees to log their body temperature prior to starting their shifts and frequently during their shifts. If an employee is confirmed to have a fever of over 37.5 degrees Celsius, we request him/her to isolate themselves at home immediately.
- To ensure safety for our guests, our employees wear face masks in the facility.



- All employees are banned from travelling and/or dining out with others in any form as a matter of maintaining our principle to stifle the spread of COVID-19 as much as possible.
- We encourage our employees to avoid staying in closed spaces, crowded places, and any other close-contact settings.
- We encourage all the visitors including our clients to wear face masks and conduct hand washing and hand disinfection prior to entering the facility.

Our Preventive Measures in the Facility:

- In addition to usual cleaning in the facility, we thoroughly disinfect 'high-touch' areas such as door handles, elevator buttons, telephone, our cash register, faucet and so on.
- We installed "Aero Shield", a device that employs ultraviolet sterilization irradiation method, in the kitchen to enhance air environment measures and the control of viruses and bacteria.
- We thoroughly ventilate the facility including the guest rooms, public spaces and our office.
- We ensure to avoid our guests staying in closed spaces, crowded places, and any other close-contact settings.
- Above measures are subject to change without prior notice depending on the announcement of the Japanese Government. Also, some of our facilities and service may be suspended without prior notice. Please feel free to reach out to us for further information.

Our Special Cancellation Policy During the COVID-19 Pandemic:

- In consideration of the ongoing COVID-19 situation, we exclusively accept cancellation without any penalty for those guests who have reservation dates until June 30, 2020. Please call us at +81 460 82 3355 (8 am through 12 am every day) to cancel your reservation by 6 pm the day before your arrival date. Also, if you booked us via travel agents or OTA sites, please kindly contact them directly.

Above measures are subject to change without prior notice depending on the unforeseen circumstances. We apologize for any inconvenience this may cause you, and we sincerely appreciate your continued understanding and cooperation during this challenging time.

Akihiro Ota
Managing Director, Hakone-Ginyu