



## Hiiragiya

### Our Response to COVID-19



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 Hygiene Practices in the Facility:

In Hiiragiya, hand sanitizer stations are installed everywhere in the facility. Also, we have a thermometer on the counter of the front desk for our guests to check their body temperature.

- We thoroughly disinfect 'high-touch' areas such as elevator buttons, door handles, light switches, in-room tablets and TV remotes.
- We thoroughly disinfect the seats and chairs at the dining room.
- We continue to adjust and enhance the food and beverage services in accordance with current food safety recommendations.

#### Our Regulations on COVID-19:

- In order to prevent crowding at the entrance of the lobby, we may take our guests to their rooms directly after their arrival, pending any change in circumstances.
- Hand sanitizer stations are installed everywhere in the facility. Please disinfect your hands regularly.
- We may ask our guests to wear face masks in the facility as much as possible.



- We require all of our guests to complete a survey assessing for any symptoms such as a fever, coughing, tiredness, headaches and loss of taste/smell and have their body temperature checked upon their arrival. If our guests found any relevant symptoms during their stay, please let us know immediately. We will take care of them in accordance with the instructions provided by the local authorities.

#### General Guidance for Our Employees:

- We regularly check the body temperatures of our employees and assess for symptoms such as coughing, tiredness, headaches and loss of taste/smell. If an employee is confirmed to have any relevant symptoms including a cold, we request him/her to isolate themselves at home immediately.
- All of our employees wear face masks for the safety of our guests.
- We encourage our employees to conduct hand washing and hand disinfection when starting their shifts and consistently during work.
- We encourage all the visitors including our clients to conduct hand disinfection prior to entering the facility.
- We will continue monitoring the COVID-19 updates and respond appropriately based on the advice and requirements issued by our local authorities.

#### Social Distancing:

- We make sure to keep a safe distance when we accommodate our guests.
- We restrict the number of tables and make sure to keep 2 meters of social distancing between each guest at the dining room. Even in the same table, we make sure to keep a safe distance between the guests.
- We thoroughly ventilate the entire facility by opening the windows and doors as frequently as possible.

We sincerely appreciate your continued understanding and cooperation during this challenging time. If you have any questions, please don't hesitate to contact us.