



Hotel Ridge

Our Response to COVID-19



In the Facility:

- Hand sanitizer stations are installed at the reception desk, entrance of the restaurants, spa, and in the guest rooms.
- We thoroughly disinfect 'high-touch' areas such as door handles, light switches, in-room tablets and TV remotes.

General Guidance for Our Employees:

- We regularly check the body temperatures of our employees.
- We encourage our employees to wear face masks in the facility.
- We encourage our employees to maintain the habit of hand washing and hand disinfection when starting their shifts and consistently during work.

Our Check-in Procedure:

- We proceed to check-in in the guest rooms. We provide our guests the instructions on a sheet of paper and ask them to fill out their registration card in the guest rooms. After they complete their registration card, we will go to their room to collect it.

Our Check-out Procedure:

- We proceed to check-out at the front desk. However, we make sure to proceed avoiding closed spaces, crowded places, and close-contact settings. Please call the front desk via in-room telephone when you are ready for check-out. We will proceed to check-out carefully considering the size of the crowds at that time. Please note that transparent protective screens are installed at the reception desk, in order to prevent airborne transmission by droplets and aerosols.



Communal Baths and Spa:

- We temporarily stopped supplying bath towels and any bath products in the communal baths. Please kindly bring the bath towels or bath products from your room when you use the communal baths.

Our Customer Service:

- We installed transparent vinyl films between the driving seat and the back seats of our complimentary shuttle.
- We restrict the number of guests in the restaurants carefully controlling the size of the crowds at a time in order to avoid closed spaces, crowded places, and close-contact settings.