



Kayotei

Our Response to COVID-19



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 in Kayotei;

Our Customer Service:

- In order to continuously maintain the safety of our guests, we ensure to clean, sterilize and ventilate by opening windows and doors to refresh the air inside the facility including the guest rooms for the next 24 hours after our guests checked out every day.
- For the time being, we restrict the use of the communal baths only for group guests. For example, our guests who booked our stay plan, “Reservable Communal Bath for Private Use” can use the assigned communal bath freely during their stay. If our guests booked one of our guest rooms with a private open-air bath, they can use the private open-air bath in their room freely during their stay.
- We install hand sanitizer stations in the facility for only our guests to use.
- We have partially changed the way of serving meals. Please note that we serve both breakfast and dinner in the private dining rooms.
- We prepare futons during our guests having dinner in the private dining rooms and remove futons after our guests left their room.
- For those guests who stay more than one night, please note that our housekeepers do not clean the rooms every day. However, we ensure to clear trash cans and supply glasses, linen products and other consumables.
- Please have your body temperature checked prior to your stay. Please contact us in advance if you have any symptoms such as having a fever of over 37.5 degrees Celsius, coughing, tiredness, headaches or loss of taste/smell.
- If you feel sick upon your arrival, please do not hesitate to let us know.



The Public Spaces of Our Facility:

- In order to make our guests as comfortable as possible, we temporarily open only 5 guest rooms out of 10 guest rooms.
- In order for our guests to avoid staying in closed spaces, crowded places, and any other close-contact settings, we have private baths prepared for our guests to use.
** Please note that the communal baths are for only the guests who were assigned to use.
- We restrict the number of seats in the lounge.
- We suspended the operation of the bar in the facility for the time being.

General Guidance for Our Employees:

- Our employees wear face masks in the facility, in order to prevent the spread of any airborne transmissions of infections as much as possible.
- We regularly check the body temperatures of our employees and assess for symptoms such as coughing, tiredness, headaches and loss of taste/smell. Also, we encourage our employees to conduct hand washing and hand disinfecting regularly.

We are scheduled to restrict the number of guests between June 1, 2020 and the middle of July 2020. Please note that the facility may be closed and/or these precautionary measures may be subject to change without prior notice depending on the circumstances.

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

Yamanaka Onsen THE KAYOTEI