



Otozure

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;

1. Our Response to COVID-19 Practicing New Lifestyle

- Hand sanitizer stations are installed everywhere in the facility.
- We installed hand sanitizer stations in the guest rooms.
- We encourage our employees to maintain the habit of hand washing and gargling. We are also made aware of our employees who have shown any of these symptoms such as; fever of over 37.5 degrees Celsius, tiredness, cough, headache or loss of taste/smell.
- We encourage our employees to wear face masks in the facility.
- We thoroughly wipe down and disinfect 'high-touch' areas such as the elevator buttons, doorknobs, door handles and so on.
- We ensure to keep a social distancing of 2 meters at the time of check-in/out. Also, we have installed transparent acrylic protective screens at the reception desk, in order to prevent the spread of any airborne transmissions of infections.
- We require all of our guests to have their body temperature and have any symptoms of a fever and/or cough checked upon their arrival. Please kindly note that the guests who have a fever of over 37.5 degrees Celsius will not be allowed to stay in the facility.
- We have changed our breakfast service style of Japanese-Western Buffet-style instead of Japanese set meals and are scheduled to serve between June 5, 2020 and September 28, 2020.
- We temporarily suspended free samples in the stores in the facility.



2. Our Preventive Measures to Avoid Closed Spaces/Crowded Places/Close-contact Settings

- We suspended all the live music performances at the lounge bar for the time being.
- We make sure to keep 1.8 meters of social distancing between each guest at the restaurant.
- We restrict the number of people entering the observation dome in the property for the time being.
- We suspended the business of the restaurant for late night dinner in the facility.
- During the period of July 21, 2020 to August 30, 2020, we restrict the number of guests who use the pool in the facility. During the period of time, those guests who only stay at the ryokan or use the restaurant for lunch (The Limited Number of Guests & Time of Use in the Pool: Approx. 30 guests at once / Approx. 90 min per guest).

We deeply appreciate your continued understanding and cooperation in maintaining the safety and security of our facility.

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

Please feel free to contact us if you have any concerns or questions regarding our regulations and response to COVID-19.