



Senjuan

Our Response to COVID-19



- We require all of our guests to have their body temperature 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 our facilities.
- We may ask all of our guests to disinfect their hand and shoe sole prior to entering the facility.
- Our employees wear face masks at all times in the facility.
- We may ask our guests to wear face masks especially in the public spaces in the facility.
- We regularly ventilate by opening the windows to refresh the air inside the facility.
- Hand sanitizer stations are installed everywhere in the facility.
- We thoroughly disinfect all the 'high-touch' areas in the facility.
- We ensure to check the body temperatures of our employees and assess for symptoms such as coughing, tiredness, headaches and loss of taste/smell every time they start their shifts.
- We ensure to keep a safe distance of over 2 meters when we communicate with our guests.
- We temporarily stopped entering the guest rooms to serve green tea in person.
- We temporarily closed the dry sauna in the facility.
- We ensure to decrease the number of times our room clerks enter the private dining rooms when they serve meals to our guests.
- We restrict the amount of time we spend orally explaining our guidelines to our guests as much as possible, in order to prevent the spread of any airborne transmissions of infections. Also, we ensure to indicate the details on the menu sheet instead of explaining the details of the menu when we serve meals to our guests.