



Villa Rakuen

Our Response to COVID-19



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;

Our Basic Stance Against COVID-19

- We thoroughly enhance our hygiene practices and keep our guests avoid being in closed spaces, crowded places and close-contact settings in the facility.
- We restrict the number of guests and shorten business hours for the time being, in order to lower the risk of spreading COVID-19.

Our Response to Closed Spaces, Crowded Places & Close-Contact Settings

- We restrict any places in the facility where are expected to be crowded.
- We have changed the food service style from buffet-style to set meal.
- We make sure to keep a social distancing between each guest as much as possible at the restaurant.
- We temporarily closed some parts of business in the facility.
- We make sure to ventilate especially in the spa to refresh the air inside the spa.
- We make sure to open the windows to refresh the air inside the facility as frequently as possible.
** Please refer to the section, “Notice on Business Hours Change” below for the further details of the business hours in the facilities that are temporarily closed.



Our Response to Safety and Hygiene

- When we clean up the facility including the guest rooms and restaurant, we ensure to use disinfectant, alkaline electrolyzed water and acid electrolyzed water to thoroughly disinfect. Also, we thoroughly wipe down and disinfect 'high-touch' areas such as door handles, light switches, in-room tablets, and TV remotes.
- Hand sanitizer stations are installed everywhere in the facility.
- We encourage our employees to wear face masks at all times in the facility. In addition to that, our restaurant staffs wear gloves in the kitchen.

Request for Cooperating in Preventing the Spread of COVID-19

- We require all of our guests to complete a survey upon their arrival. The questions may be on the survey are included as follows;
 - I don't have a fever of over 37.5 degrees Celsius.
 - I don't have tiredness.
 - I have not traveled abroad in the past 14 days.
 - I don't have a loss of taste/smell.

Please kindly note that the guests who could not check all these boxes will not be allowed to stay in the facility.

General Guidance for Our Employees

- We ensure to check the body temperatures of our employees and assess for symptoms such as coughing, tiredness, and headaches. If an employee is confirmed to have any relevant symptoms including a cold, we request him/her to isolate themselves at home immediately.
- All employees make sure to conduct hand washing, gargling, wearing face masks and avoid being in closed spaces, crowded places and close-contact settings.
- All employees are banned from both international and domestic travel, dining, drinking and/or partying with others in any form as a matter of maintaining our principle to stifle the spread of COVID-19 as much as possible.



Notice on Business Hours Change

- Game Center - It is scheduled to reopen on October 1, 2020.
- Night Lounge “Hibiscus” - It is scheduled to reopen on October 1, 2020.
- BAR & DINING “Bar Awaji” - It is scheduled to reopen on July 17, 2020.
- Sauna - The date of reopening is not decided yet.

** Please note that above measures are subject to change without prior notice depending on the announcement of the Japanese Government. We will continue monitoring the COVID-19 updates and respond appropriately based on the advice and requirements issued by both the Japanese Government and our local authorities.