



Yagyū No Shō

Our Response to COVID-19



We have reopened our facility from June 1, 2020. For the time being, we only open 10 guest rooms out of 15 guest rooms in order for our guests to avoid being in closed spaces, crowded places, and any other close-contact settings.

Our Regulations on COVID-19:

1. We require all of our guests to log their travel history with us and have their body temperature checked before their arrival. Please kindly note that the guests who have a fever of over 37.5 degrees Celsius will need to cancel or modify their booking another time. Even if our guests found out they cannot stay with us, we will not charge them a cancellation fee.
2. We may ask our guests to wear face masks especially in the public spaces in the facility such as the lobby and the lounge.
3. We may ask our guests to carry their small luggage on their own.
4. We may ask our guests to use the restroom in their room and refrain from using the restrooms in the public spaces in the facility while they can.
5. We may ask our guests to park their car in the parking lot on their own.

Our Precautionary Measures Taken Against COVID-19:

1. We encourage our employees to have their body temperatures checked and assessed for symptoms such as coughing, tiredness, headaches and loss of taste/smell prior to starting their shifts. If an employee is confirmed to have any relevant symptoms, we request him/her to isolate themselves at home immediately.
2. All employees wear face masks in the facility and disinfect their hands regularly.



3. We ensure to restrict the number of times our room clerks enter the guest rooms as much as possible.
4. Our employees ensure to wear white gloves when we welcome our guests at the entrance.
5. We ensure to disinfect our guest's big baggage/suitcase when we have them upon their arrival. After we thoroughly disinfect portions of their luggage such as casters and bring it to their room directly.
6. Upon the guest's departure, we proceed to check-in/out in their room as normal.
7. After every check-out all the guests departed, we thoroughly disinfect the entire facility.
8. We prepare bath towels in the communal baths packing in a plastic bag for our guests. When our guests use the communal baths from their room, we prepare face towels and bath towels in a different bag for them.
9. We temporarily stopped supplying cosmetic products on the washstands in the communal baths. Please kindly use the cosmetic products on the washstands in your room.
10. We prepare each guest a bottle of mineral water after they take a bath. Please kindly call the front desk from your room if you would like drinks other than mineral water. We will bring it to your room accordingly.
11. As normal, we serve both breakfast and dinner in the guest rooms. We provide our guests chopsticks and toothpicks in a paper bag.
12. We thoroughly disinfect all tableware.
13. We have slippers disinfected thoroughly ready for our guests, but we also prepare disposable slippers for our guests.
14. All the drinks in the mini fridge in the guest rooms are free of charge, and we supply the disinfected ones everyday.
15. Hand sanitizer stations are installed everywhere in the facility.
16. We encourage our employees to maintain the habit of hand disinfection when starting their shifts and consistently during work.
17. We regularly ventilate the entire facility by opening the windows and doors.