

# Mitsui Fudosan Hotel Management hygiene management initiative

"sequence" hotel, operated by Mitsui Fudosan Hotel Management Co., Ltd. have been providing comfort, safety, and healthiness under the management philosophy of "to become a hotel to remember." In response to the recent pandemic of COVID-19 infections, we have decided to revise our Operation Guidelines and to take further measures in order to anticipate and react appropriately to imperceptible viruses. In the so-called "new normal" society, we will work towards a "new normal" of hotel, and continuously aim to become a comfortable hotel by paying even closer attention to the safety and health of our guests and hotel staff. We appreciate your understanding and cooperation.

For the time being, we will take the following actions at the "sequence" hotel that we operate.

## Hotel initiatives

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### ◆ Avoid closed spaces, crowded places and close-contact settings (the "Three Cs")

#### 1. Installation of clear plastic counter screens

- The front desk counter has clear plastic counter screens installed.

#### 2. Secure physical distancing

- Spacing marks in front of the reception desk are installed to show the appropriate physical distancing between guests.
- We recommend that small numbers of people use an elevator at the same time. Please refrain from talking in the elevator.
- The number of available seats in the breakfast area is reduced, and appropriate space between seated customers is maintained.
- We provide guidance on appropriate physical distancing for guests even in the public bath area.

#### 3. Smooth Check-in & Check-out

- Along with cashless payment, guests can check themselves in using an automated check-in system.

### ◆ Implementation of hygiene measures such as cleaning and sterilization

#### 1. Thorough cleaning

- The items that many people touch in the hotel (elevator buttons, doorknobs in the restrooms, faucets, furniture, etc.), as well as the guest room doorknobs, remote controls, switches, faucets, etc., are thoroughly disinfected and sanitized.

#### 2. Installation of air disinfecting and deodorizing units ("Ziaino")

- Air disinfecting and deodorizing units, as used in the medical field, will be installed in hotel lobbies and other area. (To be introduced hotel by hotel)

#### 3. Installation of sanitizers

- Hand sanitizers are provided in each common area, such as the lobby, restaurants and in the guest rooms.

#### 4. Hand driers are out of service

- Hand driers are now out of service, and paper towels are provided in the common restrooms.

### ◆ Implementing infection prevention measures for hotel staff

#### 1. Checking body temperature and physical condition

- We require all hotel staff to check their body temperature before starting work and manage their physical condition.

#### 2. Wearing masks when working

- In consideration of the health and public hygiene of our guests and hotel staff, hotel staff will wear face masks while working. If necessary, hotel staff will wear gloves and a face shield as well.

#### 3. Encourage hand washing, gargling, and hand disinfection

# Request for cooperation from all visitors



## Avoiding closed spaces, crowded places and close-contact settings (the "Three Cs")

Please understand and be cooperative if the hotel staff ask you to relieve congestion in the lobby, restaurant, elevator, public bath, etc.



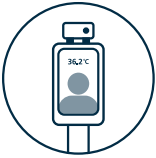
## Sanitizing hands

Hand sanitizers are provided in each common area, such as the lobby, restaurants and in the guest rooms. We encourage all guests to use them.



## Wearing a mask

Please wear a properly-fitted face mask in the common areas of the hotel. If you need a face mask, we can provide one for you at the front desk. We also have disposable gloves. Please refrain from using the restaurant if you have a fever or cough.



## Checking body temperature and physical condition

Please check your body temperature and your physical condition when checking in.



## Check-in / Check-out

For a smooth check-in, we encourage guests to pay in advance before arrival, or use a credit card for a cashless payment at the front desk. If you have no extra charges when checking out.



## Separation of garbage

For the safety of hotel cleaning staff, please put used masks and tissues in the garbage bag labelled for those items.



## Room cleaning <For guests who stay consecutive nights>

The rooms of guests staying consecutive nights are cleaned every second day. Please refrain from being in your room while the cleaning is done to avoid "the 3Cs": closed spaces, crowded spaces and close-contact settings.



## Suspension of food and drink services in the guest lounges

We have suspended food and drink services in the lounges for hotel guests until further notice.



## Please refrain from talking in the elevators, restaurant, and the public baths.