



## **About the New Hygiene Management Policy of Hotel Rosso**

Thank you for your continued support to Hotel Rosso.

Due to the spread of the novel coronavirus (COVID-19) that occurred recently, we have newly established a hygiene management policy based on announcements and guidance of WHO, the Ministry of Health, Labor and Welfare and other related authorities, so that customers can stay with peace of mind.

### **<For Entrance and Lobby>**

- Check the temperature of all customers when they check-in.
- Hand sanitizer is provided around entrance and elevators.
- Alcohol-based sanitizer is provided in all guest rooms.
- Shared spaces, public toilets, elevators, etc. will be disinfected multiple times daily at regular times.
- Disinfection will be implemented every time the public facility are used, such as "high pressure oxygen BOX" and "ski drying room".
- An acrylic plate is set at the front desk to prevent droplet infection during the epidemic.
- All hand dryers in the hotel are temporarily not in service, instead we will provide paper towels for customers to dry their hands.

### **<For Guest Room Cleaning >**

- Ventilating the room and disinfecting all equipment in the guest room during the room cleaning.
- Using disinfection spray to clean up the air after the room cleaning.
- All cleaning staff are required to wear face mask and disposable gloves.

### **<For Dining Room>**

- Alcohol-based disinfectant is always set at the entrance and exit of the dining room, and customers are required to spray their hands by it.

- Disinfecting tables, seats, tongs, etc. as needed.
- Disinfecting dishes thoroughly by high temperature pasteurization.
- Instead of the self-service buffet, we will provide the plated meals during the epidemic.
- We will reduce the number of tables for ensuring the social distance during the epidemic.
- In order to avoid the large number of gathering, we will divide customers into several groups to have breakfast by taking reservation during the epidemic.

**<For all staff>**

- All staff are required to wash hands and gargle frequently, and check their temperature every single day.
- If any staff has a fever of 37.5 degrees or more and feel tired before going to work, she or he must stay at home and rest.
- Must do hand sanitization frequently during work.
- Must wear a mask during the epidemic.
- Nonessential and non-urgent outings and business travels are not allowed during the epidemic.

For the measures mentioned above, we will not take it as a temporary policy, but a new standard for the hotel operation in the future.

We will do our best to keep our customers happy and comfortable.

Hotel Rosso Karuizawa

Manager Toshiro Sakai