

Dear Valued Guests,

In regards to the recent outbreak of coronavirus disease, the hotel is undertaking strict preventive and control measures as follows:

**【Hotel operation】**

Enhanced cleaning and sanitization process in place  
Alcohol-based hand sanitizers installed throughout the hotel's public areas  
Mandatory for all service staffs to wear masks  
Ensure adequate air ventilation inside the hotel  
Guests monitored of their health conditions during stay  
Install plastic shield at the front desk or at the restaurant

**【For Employees】**

Enhanced cleaning and sanitization process at the back of house  
Thorough implementation of proper hand washing and gargling  
Masks requisite for all employees  
Employees' health condition and body temperature monitored during work hours

**【To our Valued Guests】**

Please use the alcohol-based hand sanitizers installed throughout the hotel.  
Please wear a mask to prevent to spread droplets.  
If you are using our hotel or restaurant, please let us check your health condition (body temperature check) and travel history upon your arrival.  
Please refrain from visiting us if you have the following symptoms.  
    Fever of 37.5°C/99.5°F or above, respiratory symptoms, headache, sore throat, coughing, sneezing, chills, joint pain, swollen lymph nodes, loss of smell, loss of taste, or are otherwise feeling unwell

If you feel ill during your stay due to symptoms such as coughing or fever, please notify staff at the front desk. We will refer you to an institution (e.g., health center, consultation center for recent arrivals and close contact persons) designated by the Ministry of Health, Labour and Welfare.

Kindly complete a health condition questionnaire form upon check-in  
Your health and safety are our utmost concern.  
Thank you for your kind cooperation and understanding.  
Please note that the above may be updated in accordance with the policies of the Japanese government and related organizations, in which case we will inform you again

Sincerely,

Chalet Ivy Hirafu Management