

Dear Valued Guests,

Please note that these measures may be modified without notice in accordance with a reissuance of the Declaration of a State of Emergency by the Japanese government or Hokkaido.

■ Accommodations

- Guest rooms will be thoroughly ventilated and disinfected during cleaning after check-out and made available for the next guest after at least 24 hours. For this reason, availability may be limited for some room types.
- Please use the air purifier/humidifier provided in guest rooms.
- Although windows do not fully open to ensure your safety, we recommend ventilating the room from time to time.
- Check-in and check-out will be performed in as little time as possible and while distancing guests from each other. If you have any inquiries or requests, please feel free to call us from the guest room.
- Elevator panels and doorknobs in common areas will be cleaned with a disinfectant once every hour during the day.

■ Restaurant ZUI

- You will be seated so that you are at least two meters away from other guests. A private room is available if you would like space just for your family. For this reason, we may restrict bookings for certain time slots and may not be able to seat you according to your request.
- Windows may be opened for ventilation as necessary depending on occupancy.

■ The Lounge and Cigar Bar

- The facility is open 24 hours. We kindly request your cooperation in the seating arrangement that places distance between guests, so that everybody can use our facility feeling reassured.
- Space is limited at the Cigar Bar. We kindly ask you to do your part to keep our facility from crowding.

■ SPA Salon NIKUR and Fitness Gym

- The facilities are in normal operation.
- The fitness gym is available for up to three guests at a time. We kindly ask for your cooperation.
- Please let the front desk know before and after you use the gym so that we can disinfect the gym after use,

■ Public Bath

- Our indoor and outdoor bathing facilities are available for use except during cleaning and maintenance.
- When using the sauna, please do your part to keep the facility from crowding.
- Towels are provided in guest rooms. Please bring the towels from your room.

■ Requests to Our Guests

- Please disinfect your fingers when entering our facilities and restaurant.
- Please wear a mask as much as possible in public areas, including children.
- Please refrain from visiting us if you are sneezing, coughing, feverish, or in poor health.
- Please cooperate with a body temperature check at check-in. We kindly ask you to refrain from staying with us if you have a fever over 37°C/98.6°F.

■ Hotel Staff

- We manage the health of all our staff by doing the following.
 - Mandatory body temperature check upon arrival at work and reporting it to the company
 - No working if the staff has a fever over 37°C/98.6°F
 - Thorough implementation of frequent handwashing and use of a disinfectant during work
 - Wearing a mask, face shield, or goggles during guest relations
 - Thorough maintenance of a work environment that does not cause closed spaces, crowded spaces, and close interactions
 - Refraining from nonessential and nonurgent outings, participation in meal parties and events

We will do our best to ensure a safe stay for all our guests. We apologize for any inconvenience and thank you for your patience and cooperation.