



June 2020

Preventive Measures Against COVID-19

The Okura Tokyo has taken preventive measures for the safety and well-being of our guests and employees. We have also taken sanitary precautions for the guests and make appropriate changes to the precautions in response to the changing situations as needed.

[For guests]

- Please disinfect your hands with our alcohol-based hand sanitizers when entering The Okura Tokyo.
- Please complete the health status check sheet upon check-in. If you feel sick, please let the staff know immediately.

[Preventive actions for employees]

- All staff providing guest services should wear masks.
- Install hand sanitizers at all the entrances, reception desks, and in the washrooms.
- Properly disinfect and clean high touch items including doorknobs, elevator buttons, and escalator handrails, etc. in public areas.
- All employees should have their temperatures checked and keep themselves in good shape. If an employee's temperature exceeds 37.5°C and/or claims to feel sick, we order him/her to stay home.

[Entrance and lobby services]

- Door staff should wear gloves when opening and closing car doors, etc. Gloves need to be changed out every 30 minutes.
- Door staff should disinfect their hands before getting on and after getting out of a car when providing valet parking service.
- Hotel staff should maintain a physical distance of more than one meter from guests.
- In principle, when delivering and/or collecting luggage to/from the room, hotel staff should avoid entering the room, and deliver and/or collect luggage outside the door.



- After guests check in, bell staff should escort them to their room doors. In principle, they should ask guests to read information on the room facilities provided in the rooms.
- Bell staff should wash their hands every time they deliver and/or collect luggage or escort guests to their rooms.

[Front Desk]

- Install hand sanitizers and plastic panels that protect guests from droplets at the Front Desk.
- Disinfect all items such as pens touched by guests and table board at the counter after each check-in formalities.
- Clean and disinfect used room keys.
- Properly clean and disinfect equipment including keyboards, mouses, and telephones.
- Pay careful attention to practice good physical distancing among all staff.
- Ask guests to maintain a physical distance of at least one meter while queuing in line at the Front Desk to prevent droplet infection.

[Guest rooms]

- Carefully disinfect high-touch items including doorknobs, and chests.
- Clean and disinfect tables, TVs, remote controls, safety boxes, switches, refrigerators, and toilets in the guest rooms.
- Replace, discard, and disinfect teacups, glasses, teapots, and room amenities, etc. in the guest rooms.
- Provide towels and sheets that are cleaned at high temperature and disinfected.
- The turndown service is not temporarily provided to prevent contact infection.
- Rooms should only be available 24 hours after the last check out (depending on the room occupancy rate).