

Actions Taken to Prevent COVID-19 Infections

We, at Hankyu Hanshin Hotels Co., Ltd., have taken the following measures to prevent COVID-19 infections in order to allow guests to enjoy our services at ease.



1. Placement of alcohol-based hand sanitizers

We have placed alcohol-based hand sanitizers at hotel entrances, front desk, restaurant entrances, and other locations and are encouraging guests to use them to maintain good hand hygiene.



2. Disinfection of public spaces, restaurants, and banquet halls with alcohol

In addition to objects in public spaces, such as escalator and stair railings, and elevator buttons, we are disinfecting areas and equipment with surfaces frequently touched by guests, including chairs, tables, menus, and other items in restaurants and banquet halls, with alcohol as necessary.



3. Additional cleaning in guest rooms

On top of routine cleaning, we provide additional cleaning using an alcohol-based disinfectant for surfaces frequently touched by guests, such as doorknobs, light switches, room keys, TV remotes, refrigerators (handles), toilet flush levers, and other items.



4. Confirmation of the health condition of guests staying at our hotels

Upon check-in, we are confirming guests' health condition, such as by requesting them to fill out a health survey. Should they feel ill, we will take prompt actions in cooperation with local health authorities and other relevant organizations.



5. Wearing of face masks by employees

In consideration of guests' health and safety, our employees will offer services while wearing face masks.



6. Confirmation of employees' health condition

In order to serve our guests in a healthy condition, we ensure that our employees wash and sanitize their hands properly and closely monitor their health, such as by conducting pre-shift health checks.



7. Infection control measures taken for employees

We ensure the application of measures to prevent employees from contracting the virus, such as by encouraging off-peak commuting and telecommuting and disinfecting employee areas with alcohol.

In order to prevent the spread of infection, we ask all guests to cooperate with the following rules.

- (1) We appreciate your cooperation for using alcohol-based hand sanitizers placed at entrances to disinfect your hands before entering our facilities.
- (2) When visiting our facilities, please respect social distancing guidelines and use elevators in small groups to avoid overcrowding.
- (3) If you start feeling unwell while in our facilities, please advise our staff immediately.

We appreciate your understanding and cooperation.