

Preventive Measures against COVID-19 (Guidelines)

Meitetsu Grand Hotel has set the following guidelines for preventing the spread of COVID-19.

Public spaces



- Thermometers and alcohol sanitizer for guests should be provided in the lobby.
- Areas frequently used by guests (such as the lobby and smoking rooms) should be regularly cleaned and disinfected with alcohol.
- The building should be constantly ventilated to let in fresh air.

Accommodation



- Alcohol sanitizer for guests should be provided at the front desk.
- Anti-droplet panels should be set up at the front desk.
- Staff should wear masks.
- When checking in, guests should be asked to check their body temperature and fill out a health check sheet.
- Facilities and amenities should be disinfected with alcohol.
- Guest rooms should be ventilated during cleaning. (Some rooms can't be ventilated.)

Restaurants



- Alcohol sanitizer for guests should be provided at the restaurant entrance.
- Staff should wear masks.
- Guests should be asked to check their body temperature when they arrive at the restaurant.
- Facilities and amenities should be disinfected with alcohol.
- There should be enough space between tables to ensure social distancing.
- Disposable gloves for guests should be provided when using tongs.

Meetings and banquets



- Alcohol sanitizer for guests should be provided in all banquet rooms.
- Staff should wear masks.
- Areas frequently used by guests and the banquet room amenities should be regularly cleaned and disinfected with alcohol.
- Venue layouts that avoid crowding and close contact should be suggested.
- Catering that reduces contact between guests and staff should be recommended.
- Anti-droplet sheets should be set up.
- Thermometers and face shields should be available to borrow.

Action by staff

- Staff should monitor their health thoroughly and check their body temperatures before work, and not come to work if they have symptoms such as a fever or cough.
- Staff should be urged to wash and disinfect their hands with alcohol.
- It should be mandatory for staff to wear masks from when they arrive at work until when they leave.
- Staff should refrain from going to places with the Three Cs (closed spaces, crowds, and close contact).

Requests for guests

- Please wear a mask when visiting the hotel.
- Please cooperate with using alcohol sanitizer during your visit, so that all guests can feel at ease.
- Please practice social distancing in the lobby, elevators, smoking rooms and other public spaces.
- If you have a fever of 37.5° C or above or feel unwell, please refrain from visiting the hotel.

Note: The standard of 37.5° C is based on government guidelines.