



Kiroro Cares Protocols for Winter Season 2020-21

Mountain resort's enhanced winter COVID protocols outlined in new video



Wear masks
Wash hands



Check body
temperature



Ventilate public
areas regularly



Disinfect facilities and
equipment regularly



Practice social
distancing



Advise customers to
cough into elbow
and wash hands



Keep customers
informed



新北海道スタイル

[13 Oct 2020, Hokkaido] Kiroro Resort continues to strengthen the measurements to prevent the spread of the COVID-19 virus in the winter season 2020-21, based on the guidelines provided by the Ministry of Health and Labor and Welfare, and recommendations from local authorities and the government of Hokkaido. The latest protocols cover guest interactions with the resort's winter amenities, including the Mountain Center, ski area, terrain park, gondola and chairlifts and snow park. They include:

1. Upon entering the two hotels, Yu Kiroro and Mountain Center, guests are required to have their body temperature measured and travel history reviewed.
* We kindly ask that guests understand and follow the new service policy and preventive measures to maintain public and personal health. According to the Local Health Center, if a guest's body temperature measures 37.5°C /99.5°F or higher, we reserve the right to temporarily suspend accommodations. For guests feeling unwell, we kindly ask for their understanding and cooperation in refraining from participating in activities to help prevent the spread of infection.
2. All facilities and equipment will be thoroughly disinfected on a regular basis.



Alcohol disinfectant has been installed at the entrance of hotel, front desk, restrooms, Mountain Center entrance, and other public spaces.

3. Floor markings have been installed to provide a clear guideline for appropriate social distancing. A clear plastic sheet has also been installed at all ski tickets and academy counters to prevent transmission of the disease via coughing or sneezing.
4. Frequent touch points, such as door knob, drawer handles, fridges, TV remote are disinfected thoroughly.
5. Ventilation is maintained constantly and cleaned regularly in our hotels and ski area.
6. Guests are required to purchase their lift tickets and passes before arrivals. Only limited counters will be operated for special cases.
7. No shared rental of beanies, gloves and goggles this winter season. Alternatively, affordable products are available for sale.
8. It is necessary to wear neck warmer/ gaiters, balaclava for using rental wear and helmets.
9. All ski wears, boots and equipment are sanitized thoroughly upon return.
10. UV light sterilization is applied on all rental ski wear overnight.
11. 2 person maximum are allowed to ride gondola together, except for families or a group who arrived together.
12. All gondolas and chairlifts will be thoroughly disinfected prior to each ride. Ventilation is maintained constantly on gondolas.
13. We continue to manage hotel staff's health and hygiene standards based on the below Hokkaido Government regulations:
 - i. Wear masks
 - ii. Wash hands frequently
 - iii. Practice social distancing
 - iv. Sneeze/cough into elbow

Learn more from the below link.

<https://marriott-re-2019ncovc.com>



Transportation

Otaru Chikko – Kiroro Resort

1. Temperature inspection

Please check your body temperature in advance of your arrival. Prior to embarkation, we will ask all guests to conduct a temperature check using a thermometer. If guests are found to have a temperature of 37.5° C or above, embarkation will be refused. Thank you for your understanding and cooperation.

2. Disinfection of hands and mask protocol

Please disinfect your hands before getting on the bus. In addition, we ask customers who have access to masks to wear them for the duration of the service. All guests are asked to cooperate with us to wear masks (where possible) or to cough or sneeze into tissues, handkerchiefs, and sleeves to reduce the spread of disease.

3. Bus Seating Plan

Seat reservations are limited to ensure the adjacent seat is vacant to help maintain safe distancing. (Families and groups may request to sit together)

4. Additional Information

We have instructed the bus company to carry out the following procedures:

- Increased vehicle ventilation for service: All windows and doors will be opened to provide additional ventilation before and after the operation, or during waiting periods.

Thank you for your kind understanding and cooperation.