



## Kiroro Resort Cares Notice 2021 Green Season



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



Kiroro Resort has taken the following measures to prevent the spread of the COVID-19 virus, based on the guidelines provided by the Ministry of Health and Labor and Welfare, and recommendations from local authorities and the government of Hokkaido.

1. Upon check-in, 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 the check-in counter to



prevent transmission of the disease via coughing or sneezing.

4. In addition to routine guest room cleaning, rooms will be rigorously wiped down with alcohol disinfectant cleaner. In particular, all rooms will be cleaned with alcohol disinfectant cleaner on surfaces that are frequently touched by hands (e.g., doorknobs, drawers, refrigerator handles, remote controls, light switches, etc.).
5. Ventilation is maintained constantly and cleaned regularly.
6. All gondolas will be thoroughly disinfected prior to each ride.
7. All activities' facilities will be disinfected before and after usage.
8. High temperature cleaning of tableware (e.g., plates and glasses) and cutlery (80 degrees or more), as well as disinfectant cleaning of food trays will be done regularly.
9. We will thoroughly 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.
- Increased vehicle ventilation during operation: During operation, where possible, windows will be opened to increase ventilation.

Thank you for your kind understanding and cooperation.