

Kiroro Resort Cares Notice



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. 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 will turn down your entrance of the facility.
2. All facilities and equipment will be thoroughly disinfected on a regular basis. Alcohol disinfectant has been installed at the Mountain Center entrance, and other public spaces.
3. Ventilation is maintained constantly and cleaned regularly.
4. All gondolas will be thoroughly disinfected prior to each ride.
5. All facilities will be disinfected before and after usage.
6. 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.

7. We will thoroughly manage 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

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.