

Measures against COVID-19

Thank you for choosing us, &and COMFY HOTEL Kumamotojo view.
We have some announcements here about our measures against COVID-19.

Measures at the hotel



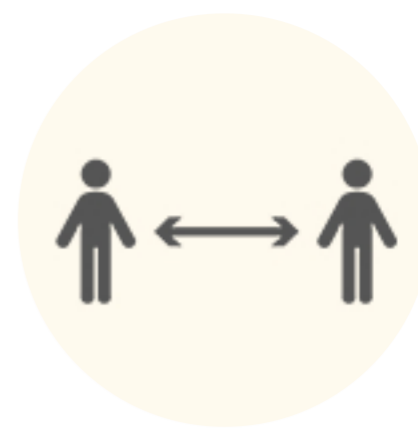
Gargling



Hand wash



Mask



Social distance



Ventilation



Alcohol disinfectant



Disinfection



Filter replacement



Smartphone key



Pay on the tray



Disinfected slippers



Take the temperature

Request to customers



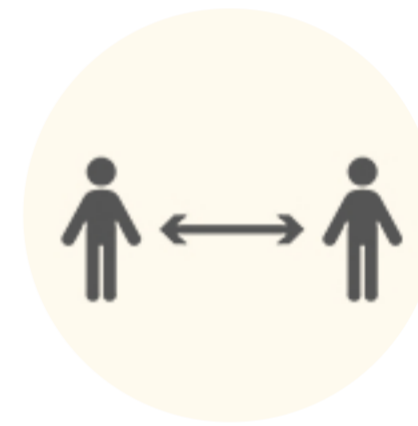
Hand disinfection
at check-in



Depending on the symptoms,
we may refuse to stay.



If you are unwell,
please let the staff know



Please line up
with a distance

① Public space

- Antibacterial hand-sanitizing stations are placed throughout the lobby.
- Ventilation system is always on, and buttons and handrails are regularly disinfected.

② Front desk

- The plastic board against droplets is placed on the front counter.
- The front counter and self-checkouts are disinfected on regular basis.
- We do not pass directly anything but on a tray when you check in.
- Footprints are placed in front of the counter for you to queue on it.
- We are currently checking the body temperatures of all guests.
- We ask all guests to show their ID when they check in.

③ Guest rooms

- We do not provide you a room used on the day before. Every room is supposed to be provided every other day to be disinfected.
- Doorknobs and handrails are disinfected when housecleaning.
- Filters of air conditioners in used rooms are washed every time.
- If you do not feel great about wearing disinfected slippers in your room, feel free to ask the front desk some disposable slippers.
- We disinfect card keys every day.
- We have an app that you can use your smartphone as your key instead of a card key. Please ask the front desk about it if you are interested.

④ The staff

- Every staff take their temperature before starting their shift, and when it is over 37°C, they are not allowed to work.
- The staff are also not allowed to work when their family member who lives with them is not feeling well.
- The staff are wearing a mask during the services.
- Some staff are wearing globes depending on the situation.
- The staff keep distance to the guests.
- The staff regularly disinfect their hands with hand sanitizer.

⑤ Our guests

- Please put some hand sanitizer on your hands and rub it in well when you enter the hotel.
- If you have a fever or feel fatigued, there is a possibility that you are not allowed to stay at the hotel.
- When you have a fever, feel fatigued, or start coughing, please let the front desk know.