

## 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.

#### 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 takes 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.