

Guidelines for Preventing the Spread of COVID-19 Infections

August 20, 2020

The measures taken by Hotel Nikko Osaka to prevent the spread of COVID-19 infections are derived from the government's Basic Policies for Novel Coronavirus Disease Control and from programs to combat the spread of infections in Osaka Prefecture based on Article 24, Paragraph 9 of the Act on Special Measures for Pandemic Influenza and New Infectious Diseases Preparedness and Response, and are consistent with the guidelines of this hotel's member organizations the Japan City Hotel Association and Bridal Institutional Association. The contents will be adapted as needed according to changes in future conditions.

Measures for Safety and Security

Public Areas

- Alcohol disinfectant is provided at all hotel entrances, the 2F lobby, elevator hall, hotel restaurants, banquet facilities, restrooms, and other locations.
- Locations such as handrails and elevator buttons that are touched by multiple guests are frequently cleaned and wiped with disinfectant.
- All employees are wearing masks.
- Pictograms are installed to call attention in elevators and other locations where multiple guests may be present in enclosed, close-contact settings.
- The Osaka COVID-19 Tracing System has been introduced, and QR codes are located in the hotel restaurants and banquet facilities.



Facility Ventilation

- Based on the Act on Maintenance of Sanitation in Buildings, fresh air is continually circulated in the lobby, restaurants, and banquet facilities, and the structure ensures that all air is replaced within around 4–6 minutes. The filters used in air conditioners utilize a double structure (middle efficiency air filters) that can remove 80% of 0.4 μm particles and 90% of 0.7 μm particles, helping maintain a high level of cleanness in the circulated air.

* 1 μm (micrometer) = 0.001 mm (millimeter)

Measures Taken by Company Employees

- All employees disinfect their hands with disinfectant upon entering the facility, and practice careful hand-washing and gargling during work.
- When starting work, all employees undergo a health check (temperature check and report of any health anomalies). When a health anomaly is found in an employee or his or her family members, action shall be taken based on the designated manual.
- In back office areas, regular ventilation and wiping with disinfectant are performed.
- As a countermeasure to enclosed, crowded, close-contact settings, face-to-face meals and conversations will be avoided in the break areas and break times will be staggered.
- Some divisions will engage in remote work or staggered shifts, and efforts will be made to alleviate enclosed, crowded, close-contact conditions.



Requests for Guests

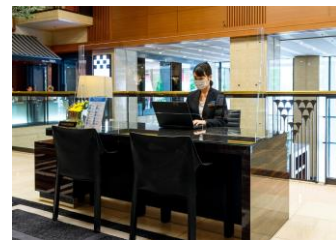
- We ask for your cooperation with this “new style of living.”
- Please wear a mask when entering the hotel.
- Please disinfect your hands and fingers with alcohol disinfectant while in the facility.

- Please cooperate with body temperature checks with the non-contact thermometer.
- At times such as when waiting in line, please keep a suitable distance between yourself and other guests.
- Please cooperate with registration in the Osaka COVID-19 Tracing System.
- Guests who feel unwell while in the hotel should immediately notify nearby staff.

Measures for Hotel Services

Upon Arrival

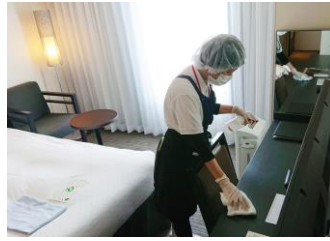
- In order to prevent airborne droplets, acrylic partitions or clear rolling screen have been installed at the front desk, concierge desk, bell desk and cloakroom.
- Pictograms are installed to call attention in order to reduce crowding and close contact among guests.
- Groups should designate a single representative to perform the check-in procedures.
- Please cooperate with body temperature checks and health checks (questions about health conditions).



Guest Rooms

- In addition to regular cleaning, the guest room door knobs, light switches, TV remote control, air conditioner switches, and other locations which guests touch are carefully wiped with disinfectant.
- With the exception of some guest rooms, mini-bar items have been removed and will be provided on a request basis.
- The front desk will provide a disinfecting sheet (one sheet) moistened with disinfectant.

- 24-hour ventilation is installed in guest rooms to continually supply fresh air.



Equipment

- Room key cards are disinfected before they are delivered to the guests.
- The in-room pens have been removed and disinfected pens will be provided at the front desk during check-in.

Check-out

- In order to avoid congestion, the use of Express Check-out, which does not require a front desk checkout procedure, is recommended.

Measures in the Restaurant and Bar Lounge

In Both the Restaurant and Bar Lounge

- Alcohol disinfectant is provided.
- The tables, chairs, and other items are wiped with disinfectant after each use.
- Space between tables has been increased, and the seating layout has been changed to parallel rows.
- When paying, change is delivered in a coin tray rather than directly by hand.
- In order to prevent airborne droplets, acrylic partitions have been installed at the cashier counters.
- After payment, the staff sanitize their hands with disinfectant.
- Depending on circumstances, entry to the restaurant and bar lounge may be restricted.



Private Rooms

- Use of private rooms in the Japanese restaurant Benkay and Chinese restaurant Toh-Lee is limited to six persons per room.
- When using private rooms in the Japanese restaurant Benkay and Chinese restaurant Toh-Lee, the doors will be left open.

Foods Served on Large Platters

- The Chinese restaurant Toh-Lee will serve foods separated into individual portions.
- The Japanese restaurant Benkay will serve foods in individual portions and nabe (hot pot) dishes will be served in single-user pots.

◆ Guests with a temperature of 37.5°C or higher will be requested to refrain from entering the restaurants and bar lounges.

Measures for Banquets

Consultations

- More space has been placed between the tables and chairs in the 7F consultation salon.



Reception

- The guests responsible for reception should please wear masks.
- When lining up, the attending guests should keep space between them as much as possible.
- It is recommended that guests only arrive at the facility just before the start of the banquet.
- Upon request, panels to prevent airborne droplets can be prepared.

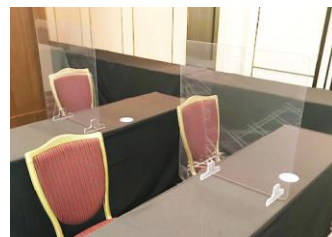
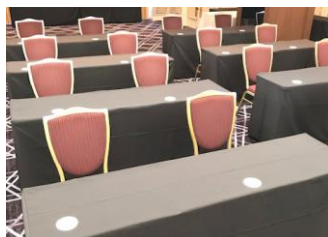
Cloak Room Service

- Alcohol disinfectant for hand sanitizing is provided at the cloak room on each floor.
- Please cooperate with registration in the Osaka COVID-19 Tracing System. QR codes are located at the 4F, 5F, 7F, and 32F cloak rooms. A QR code can be prepared at the reception desk upon request.
- At times such as when waiting in line, please keep a suitable distance between yourself and other guests.
- In order to relieve congestion at the cloak rooms, we will recommend installation and use of a baggage table inside the banquet hall.



Event Operations

- Alcohol disinfectant for hand sanitizing is provided in each banquet hall.
- For dinner events, 1.9 m diameter round tables with a maximum of 7 persons per table are recommended.
- For school events, 1.8 m wide tables with a maximum of 2 persons per table are recommended.
- For theater events, it is recommended that seats be separated by 55 cm or more.
- It is recommended that there be a distance of 1 m between seat centers.
- In order to ensure sufficient space between guests, between the MC and the guests, and between the stage and the guests, a recommended maximum occupancy is set for each banquet hall.
- Upon request, panels to prevent airborne droplets can be prepared within the banquet hall. (An additional fee will be charged.)



Banquet Rooms [maximum occupancy]

Name	Size (m)	Normal capacity				Recommended capacity				
		Buffet	Dinner	Class Room	Theater	Buffet	Dinner	Class Room	Theater	
Tsuru	Including foyer	825	1,000	450	550	970	300	315	238	375
	All	660	800	360	500	700	250	252	210	297
	Half	330	300	180	250	450	125	126	102	135
Kujaku	All	330	300	180	270	550	125	126	140	187
	Half	165	120	100	105	200	60	49	56	80
Fontana	Including foyer	296	220	130	190	250	100	91	78	122
	All	239	180	100	150	220	80	70	54	96
Hakucho	—	166	120	100	130	250	60	70	60	84
Ran	—	83	50	40	40	90	30	28	28	45
Fuji	—	74	40	30	36	80	20	21	24	35
Cattleya	All	148	70	60	60	80	40	35	54	57
	Half	74	35	30	30	40	20	14	24	34
Magnolia	—	74	35	30	30	40	20	14	24	34
Rose	—	93	40	30	24	60	20	14	16	20
Orchid	—	93	40	30	24	60	20	14	16	20
Sky Terrace	—	429	350	240	288	550	130	154	150	204

Food and Beverages

- For buffet style meals, western course meals, western shared plate meals, and Chinese shared plate meals, the foods will be separated into individual portions or served by the staff.
- The serving staff will wear face shields and gloves.
- Please refrain from pouring drinks for one another or sharing the same sake cup with others.
- Self-serve drink service will not be provided.



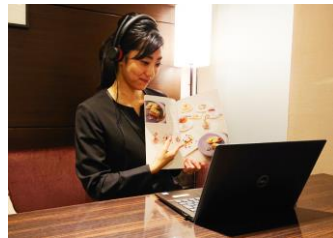
Others

- The tables, chairs, pens, door knobs, and other items will be wiped with disinfectant.
- Please disinfect microphones as needed.
- Pictograms are installed to call attention in elevators, restrooms, smoking areas, and other locations where multiple guests may be present in enclosed, close-contact settings.
- Guests using the 4F and 5F banquet halls are requested to use the escalator in order to avoid crowding.
- When taking a group photo, please keep your masks on until just before the photo is taken.
- Please pay attention to the volume of the BGM, microphones, and event audio in order to prevent guests from having to speak in loud voices.

Measures for Weddings

Consultations

- More space has been placed between the tables and chairs in the 7F consultation salon.
- We are also providing online consultations.
- Staff will wear face shields during consultations.



Set-up on the Day of the Wedding

- The beauty salon set-up time and location (guest room or other location) may be changed depending on the conditions of use.
- Please bring your own makeup tools.
- Depending on the conditions of use, you may be asked to wait in order to use changing rooms. It is recommended that you prepare in advance.

Chapel Ceremonies

- Ceremony attendees will be limited to 28 persons in order to ensure space between guests when seated.
- Transparent roll screens will be installed between the pastor and the bride and groom to prevent airborne droplets.
- The attendees should refrain from singing hymns.

Shinto Ceremonies

- Ceremony attendees will be limited to 20 persons in order to ensure space between guests when seated.

Group Photos

- When taking a group photo in the photo studio, please keep your masks on until just before the photo is taken.

Reception and Cloak Room Service

- Alcohol disinfectant is provided on each floor.
- In order to prevent airborne droplets, acrylic partitions will be installed at the banquet reception desk.
- Cloak room staff will be wearing masks and gloves.
- Please cooperate with distancing between guests in order to prevent crowding and close contact.
- At times such as when waiting in line, please keep a suitable distance between yourself and other guests.

Reception Banquets

- Alcohol disinfectant will be provided in each venue.
- Service staff will be wearing masks and gloves, and some staff will be wearing face shields.
- In order to ensure sufficient space between guests, between the MC and the guests, and between the stage and the guests, a recommended maximum occupancy is set for each banquet hall.

- During the banquet, in general the doors to the banquet hall will be left open, however they may be closed under some circumstances.
- In some venues, the windows will be periodically opened to ventilate the hall.
- The tables, chairs, pens, microphones, and door knobs will be wiped with disinfectant.

Food

- Welcome foods, a dessert buffet, or similar service will not be provided.

During the Banquets

- Please refrain from pouring drinks for one another or sharing the same sake cup with others.
- Please cooperate in order to prevent crowding and close contact in the venue.
- Please disinfect microphones as needed.
- Please avoid entertainment that involves speaking in loud voices or singing (such as karaoke).
- Please avoid crowding when taking photos.
- Staff will not be permitted to take photos using the guests' own cameras or smartphones.

Please refrain from attending the wedding ceremony and reception if you meet the following criteria.

- If you have been in close contact with someone who has tested positive for COVID-19.
- If someone around you is suspected of being infected with COVID-19.
- If you have visited countries or regions currently subject to Japanese government entry restrictions or post-entry quarantine within the past two weeks.
- If you have been in close contact with residents of countries or regions currently subject to Japanese government entry restrictions or post-entry quarantine within the past two weeks.
- If you have any sick-like symptoms such as fever.

We ask the bride and groom to inform the guests of the above.

Guests with a temperature of 37.5°C or higher will be requested to refrain from attending the wedding ceremony and reception.

* The contents of these measures may be changed as necessary according to future conditions.

<https://www.hno.co.jp/english/other/covid-19.html>