

The safety policies of Hotel Chinzanso Tokyo

Here at Hotel Chinzanso Tokyo, the safety of our guests and employees is our utmost priority. In order for all of our guests to feel safe and secure during their time here, we are taking the precautions listed below.

We express our deepest thanks for your understanding and cooperation.

Important

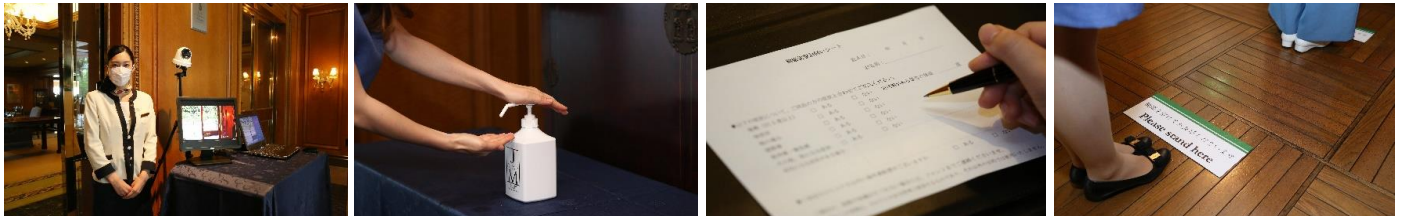
For the time being, entrance to the garden will be limited to guests making direct use of our facilities only. Kabukimon Gate will also be closed.

Guests

- We may refuse entry to guests with the following symptoms: fever, fatigue, shortness of breath.
- All guests will have their temperature checked in the entrance area.
 - *All guests that have a temperature of 37.5°C or higher after two checks will be denied entry into the hotel.
- We ask that guests of certain facilities fill out our health checksheet, and that all guests disinfect their hands.
- We ask that all guests wear a mask at all times with the following exceptions:
eating/drinking, using bathing facilities, or using the pool.
- We may instruct guests on their conduct in order to maintain social distancing.
- There may be changes to our menus and services offered.

Note: There may be other restrictions or requests we make of guests based on the changing situation.

We ask for your cooperation and understanding in the event of such changes.



Staff

- All staff will wear masks at all times, and some staff will be wearing sanitary gloves.
- All staff will undergo a temperature check and health check when they come to work.
- All staff will disinfect their hands, wash their hands regularly, and gargle.



Overall / Public Areas

- All guests will have their temperature checked in the entrance area.
- Seating within the hotel and restaurants will be significantly more distanced. (Maximum guest capacity will change.)
- Number of guests allowed in elevators will be limited.
- Disinfectant alcohol will be placed at the entrances/exits to all facilities and in elevator halls.
- Furnishing and equipment in high-contact areas will be disinfected.
- Service counters and other stations will be equipped with acrylic boards and vinyl curtains.



Restaurants

- Seating will be more distanced.
- Everything on tables will be disinfected each time they are used.



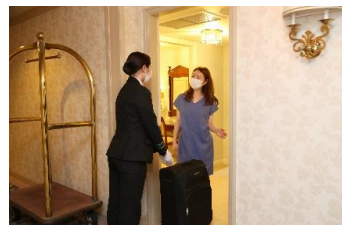
Hotel Stays

Entering Guest Rooms

- Staff will do their best to avoid entry to guest rooms after check-in.

Check-in/Check-out

- Guests are requested to fill out a health checksheet.
- For the time being, staff will not guide guests to their rooms.
All necessary information will be provided via an information card.
- Baggage and requested amenities will be delivered in front of guests' rooms.
- Express Check-out will be offered.



During Your Stay

- Bed turndown services are currently unavailable.
- Private bars are closed.
- The pagoda lounge is closed.

After Departure

- Rooms will be disinfected with an alcohol-based antibacterial mist.
High-contact items such as remote controls and door knobs will be disinfected.



Marriage Ceremonies/Parties/Events

- Seating at venues and meeting events will be more distanced.
Maximum guest capacity will change.
- Self-serve buffets will be unavailable. Instead, staff will pass out food.
- Social distancing instruction will take place before and after events.
- Microphones and other provided objects will be disinfected.
- Venues will be well-ventilated between events.



Spa/Treatments

Entering

- Guests are requested to fill out a health checksheet.
- During peak hours, number of guests allowed in will be limited.
- Guests staying at the hotel will be asked to change clothes in their rooms.
- Late-night gym usage will be unavailable for the time being.



In the Spa

- Number of guests allowed in locker rooms will be limited.
- Number of guests allowed in the hot spring and pool will be limited.
- Eating or drinking in locker rooms will be prohibited.
- Treatment providers will wear masks/sanitary gloves.
- Disinfecting of the gym/locker room/pool area will be increased.



Garden

- Walks in the garden will be limited to guests who have reservations at our facilities.
- During peak hours, there may be limits to the amount of guests allowed in the garden.

[Video on safety policies](#)