

Guidance on preventing the spread of the novel coronavirus

Dear Customers

Along with our reopening on May 16th (Sat), we established the following policies for the safety of both our customers and employees.

We sincerely appreciate your cooperation and understanding. Thank you.

Notice

◆ Change of Opening Hours

Opening Hours	10 AM - 10 PM	(Last admission 9 PM)
Restaurant	11 AM - 9 PM	(Last order 8 PM)
Body Care	11 AM - 9 PM	(Last admission 8:30 PM)

◆ Admission guideline

We may be compelled to refuse admission of customers with fever, coughs or other symptoms of a cold. Customers are required to wear a mask inside our facility except when dining and bathing.

-Customers who do not wear a mask will be refused entrance to our facility.

-We may restrict entrance if crowded.

◆ Alcohol Hand Sanitizer

Alcohol hand sanitizers are prepared in several areas inside our facility.

◆ Operation at the cashier (front desk)

Regarding the prevention of the spread of the coronavirus, we will serve our customers at the cashier through acrylic partitions and use cash trays for handing cash.

◆ Lounge & Relaxation area

The doors have been removed from each lounge and relaxing area to keep the space open.

Each area is also equipped with alcohol sanitizers.

Blankets and cushions will be no longer available regarding the prevention of spreading the coronavirus.

When using the lounges with reclining chairs, please use roller shades to prevent droplet infection.

◆ Bedrock Sauna/Salt Sauna/Loyly Sauna

Bedrock Sauna, Salt Sauna and Loyly Sauna will be temporarily closed.

◆ Smoking area

Smoking areas inside the facility will be temporarily closed. Please use the smoking area outside the facility.

◆ Restaurant

Please understand that we will keep every other seat vacant to keep social distance in the restaurant area. Alcohol sanitizer will be used for disinfection.

Reservations for banquet courses will be available from June.

Each banquet room is available for up to 8 guests (max 3 rooms).

When using the banquet rooms, please ventilate the rooms as much as possible.

◆ Employees

At Setouchi Onsen Tamanoyu, all employees are required to wear a mask, regarding the safety and health of both our customers and employees.

Moreover, we will improve our health care management by keeping daily record on health conditions of our employees including thermometry.

◆ Ventilation

We will continuously ventilate the air inside our building.

<Note>

Customers who have symptoms of a cold such as fever or coughs will be asked to check their temperature. If the thermometer reads 37.5°C and above, we may be compelled to ask you to leave our facility.

If you feel sick or your condition gets worse, please inform our staff immediately.

Your understanding and cooperation will be greatly appreciated. Thank you.

Setouchi Onsen Tamanoyu
Manager