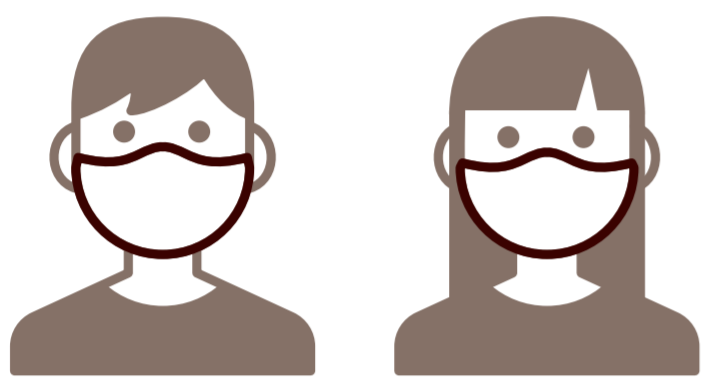


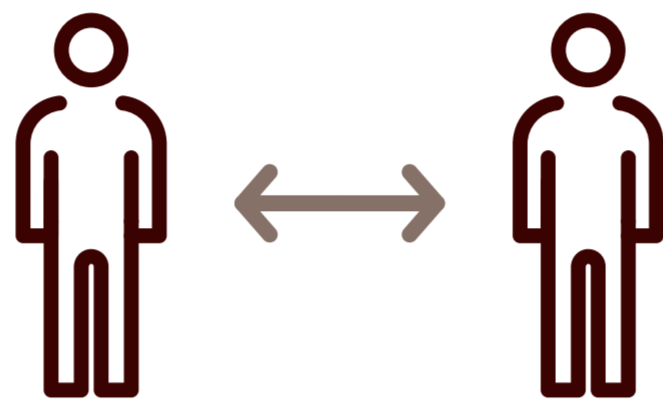
# Enjoy Your Stay with Peace of Mind

At Tokyu Hotels, our top priority is the safety and wellbeing of our guests and employees, so we will be taking additional measures to prevent the spread of disease.

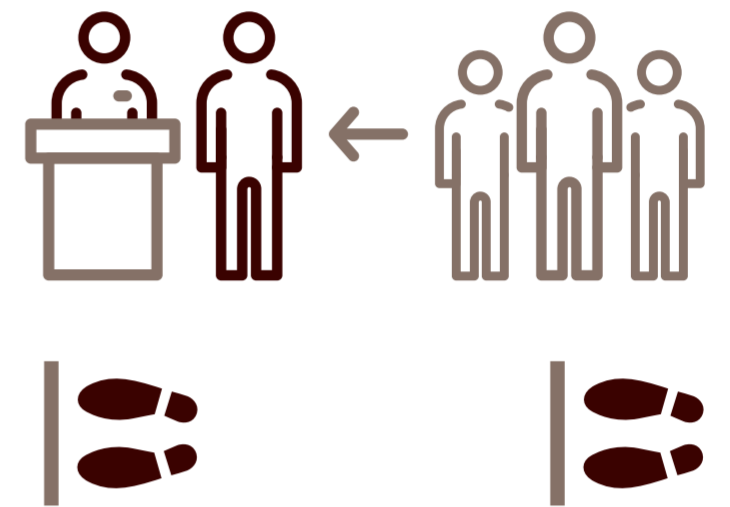
## Request to Guests



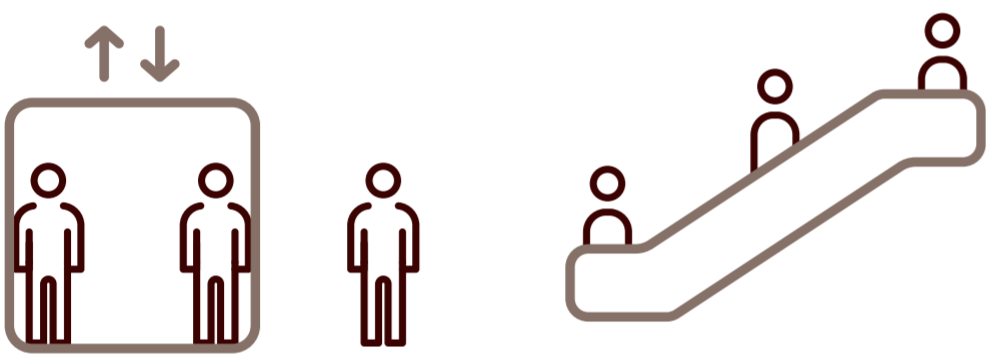
In consideration of others, please wear face coverings



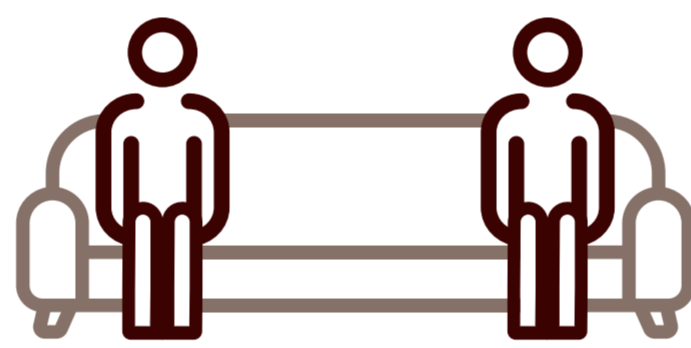
Practice social distancing at all times



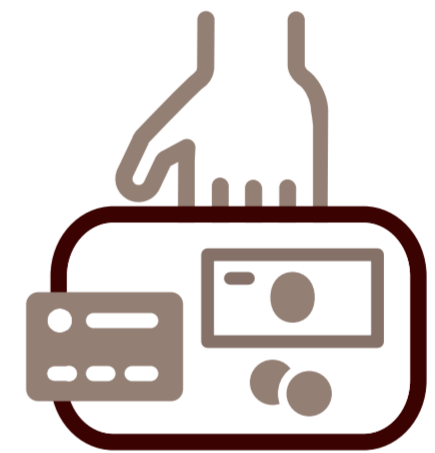
Send 1 representative to check in/out on behalf of your group & stay a safe distance apart while in line



Keep your distance from others when using the elevator or escalator

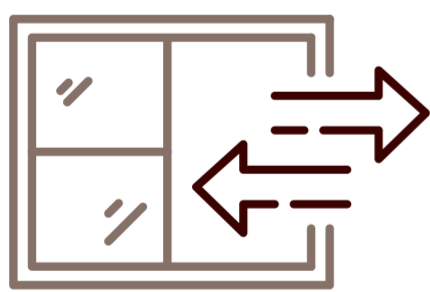


Maintain space between each other when sharing sofas



Utilize cash trays during payment

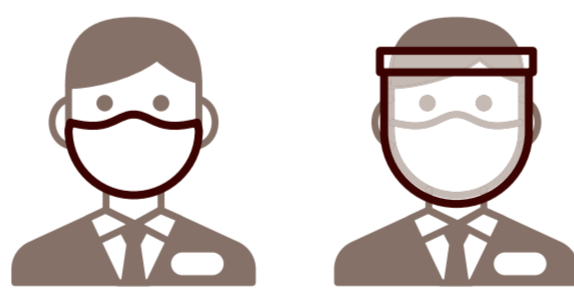
## Hotel Initiatives



Ventilation will be increased throughout the hotel & its restaurants



Protective screens have been installed at the front desk



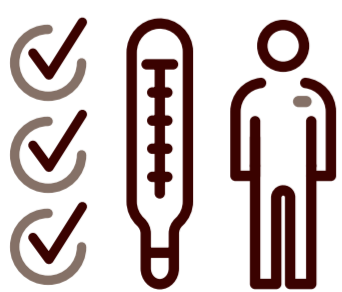
Employees are required to wear a face mask or face shield



Sanitation stations have been set up for your convenience



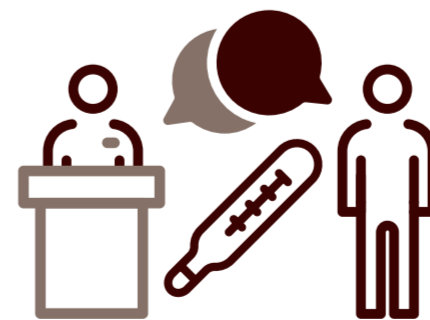
All customer touchpoints will be disinfected regularly



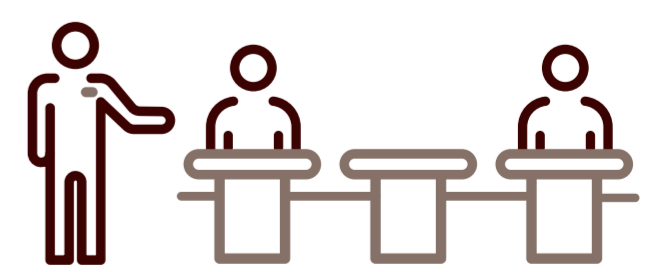
Employees will undergo a daily wellness screening, including temperature check



Employees will adhere to thorough handwashing guidelines & other sanitization techniques



During check-in, we will request a temperature check & history of places visited prior to arrival at the hotel from guests



At restaurants, we will guide all guests to their tables to ensure social distancing guidelines are being met