

## Heightened Safety and Hygiene Measures

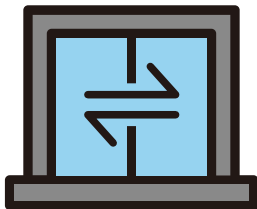
Dear Valued Guests,

Thank you very much for your continued patronage of International Garden Hotel Narita.

At our hotel, the safety and security of our guests and colleagues remain our key priority. While we are all learning to adapt to the 'new normal' guidelines set by the government, in an effort to prevent the spread of COVID-19, we would like to inform you that we are also implementing heightened safety and hygiene measures as follows.

We apologize for any inconvenience this may cause and appreciate your kind understanding.

Hotel Manager



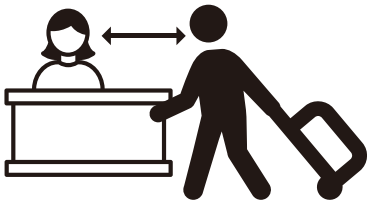
### Ventilation

- Ventilating rooms and public areas frequently and as much as possible.



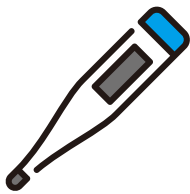
### Prevention of contact infection

- Increased the cleaning and disinfection of contact surfaces in guestrooms, including television remote controls, toilet flush handles, door and window handles, water faucet handles and other surfaces.
- Increased the regular cleaning and disinfection of contact surfaces in public areas, including public door handles, elevator control buttons and other general public areas.
- Installed additional hand sanitizer stations and are stressing the importance of good hand hygiene procedures for guests.



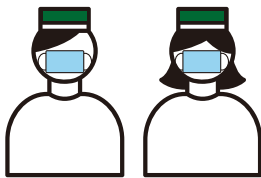
### Prevention of splash infection

- Observing a “social distance” of one to two meters and all colleagues wear a mask during services.
- Installed partition for prevention of droplet infection.



### Preventive measures in restaurant & banquet area

- Temperature check upon arrival.
- Wearing a mask and hand sanitizing.
- Offering disposable gloves and replacing tongs.
- Realigned seating according to social distancing guidelines.
- Additional food safety procedures in restaurants and banquet facilities.



### Prevention for colleagues

- Provided education on the risk of the coronavirus infection and have trained all colleagues to use the disinfectants safely and correctly.
- Colleagues are required to sanitize their hands properly before entering the hotel building or engaging in their work.
- Staff wear a mask during their commute to work.
- Maintain a record of the health status of all colleagues.

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