

## Heightened Safety and Hygiene Measures

Dear Valued Guests,

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

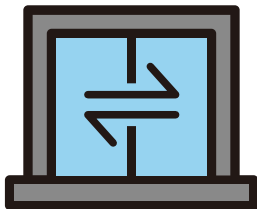
Safety and security of our guests and colleagues remain a key priority for us.

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

- Conduct periodic ventilation in the area where applicable such as guestrooms, banquet rooms and restaurant.



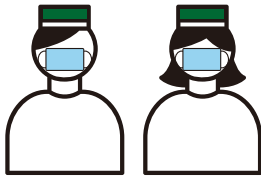
### Installation of hand sanitizer equipment

- Install equipment for sterilization in public area, elevator hall and foyer in order that our guests can sanitize hands whenever they like.
- We ask all guests to sanitize hands upon entering hotel as well as before proceeding to restaurant, meeting rooms and banquet rooms.



### Disinfection and Cleaning

- We will thoroughly disinfect and clean all high-touch areas in the guest rooms, such as door knobs, window levers, light switches, remote control, refrigerator door, phone, faucet, showerhead, hair dryer, toilet flush button and so forth.
- We will also regularly disinfect equipment at high-traffic areas such as door knobs, doors, elevator buttons and others as they are frequently touched by multiple people.



### Team members

- All team members are to acquire the knowledge of coronavirus infection risk and to implement required practices.
- Hand sanitization before entering the hotel and work site. This practice and rinse out should be implemented accordingly during work period.
- Daily record of body temperature and health condition, and they are to wear a mask when commuting to site and during work.
- When team member has family members infected or suspected of having COVID 19, we will coordinate on his/her health condition and act accordingly.

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