

Requests during your stay to prevent the spread of Coronavirus infections

We are grateful for your special consideration.

In response to the recent spread of the coronavirus (COVID-19), we are taking measures to ensure that guests can stay safe and secure based on announcements from the WHO, the Ministry of Health, Labor and Welfare, and other related organizations.

This hotel requests that those guests who have been traveling during the 14-day period make certain to contact the hotel in advance.

In addition, we kindly ask our guests to understand and cooperate with the following conditions under the guidance of the health center under the jurisdiction of the hotel.

Please note the following:

● **Going out during your stay**

As stated in the guide issued by the Ministry of Health, Labor and Welfare: "Please avoid unnecessary or non-urgent outings for 14 days". Please cooperate as much as possible to avoid leaving the room.

If you must leave the room, be certain to wear a mask and disinfect your hands with alcohol before riding the elevator.

* Please refrain from going outside except for the coin laundry (2F) and 7-Eleven (1F).

* Please use disinfecting alcohol on your hands after getting on and off the elevator, entering the 7-Eleven store, using the coin laundry, etc.

● **Taking your temperature**

In order to check your physical condition, please cooperate by taking your temperature three times a day at the following time:

* 8:00 A.M./1:00 P.M./7:00 P.M.

- **Room cleaning**

We apologize for the inconvenience, but our staff will not be allowed to enter the guest room.

Every three days we will place three days worth of towels, amenities and garbage bags in front of your room at the following time:

* Preparation Time: 11:00A.M.~3:00P.M.

For collection of towels and garbage bags after use:

Put the used towels in a plastic bag and leave them outside the room.

If you need to replace the sheets for the bed, we will prepare additional ones.

Please contact the Front Desk.

- **Meals**

Please refrain from using our restaurants.

Please use the 7-Eleven (open 24 hours) on the first floor.

- **Laundry**

Please use the coin laundry on the second floor of our hotel. Please contact the Front Desk before use.

- **Posting on SNS, etc.**

Please refrain from posting about your accommodation during your stay.

If you have any other questions, please contact our staff.

Shin Yokohama Prince Hotel
General Manager