



## Miyako Clean Guarantee Commitment

We are implementing the following hygiene and sanitization measures in order to prevent the spread of COVID-19 infections and help guests enjoy a safe and comfortable stay at all our properties. The health and safety of our guests and employees is our top priority, and we kindly request your understanding and complete cooperation in following these measures.



### Main Initiatives of Miyako Hotels & Resorts

#### In Public Spaces:

1. Disinfectant is provided in lobbies, restaurants and restrooms on each floor of the hotel for sanitization purposes.
2. Disinfection is conducted every hour in common areas and surfaces frequently touched by the public, such as door knobs, escalator handrails, elevator buttons, etc.
3. Installation of transparent acrylic plates at locations such as the Front Desk and restaurant cashiers where face-to-face interaction is conducted with guests.
4. Maintaining social distance:
  - Reducing the number of seats at restaurants.
  - Installation of guide boards to avoid overcrowding in elevators and smoking rooms.
5. Regular ventilation of the building using air conditioners and opening windows.

**Employee Initiatives**

1. Wearing face masks while on duty as a precautionary measure.
2. Thorough temperature measurement, physical condition declaration, hand washing and gargling
  - Anyone with poor physical condition is not permitted to serve the public.
3. Regular hand washing and sanitization while on duty.

**Requests to Guests**

1. Wearing face masks as a precautionary measure against virus contraction.
2. Practicing proper hand sanitization at all times.
3. Requirement of body temperature check each time guests enter the hotel.
  - Body temperature will be measured with a non-contact thermometer.
4. Practicing social distancing by maintaining 3 feet of space between yourself and other guests.
  - We may ask you to maintain this distance with employees.

We kindly request your continuous attention and cooperation.

Oct 13, 2020

Miyako Hotels & Resorts