

# To protect customers and employees from COVID-19

At HOTEL ELCIENT OSAKA, due to the spread of COVID-19, we have taken the following measures in order to protect the health and safety of all people including guests and employees.



**Placement of hand sanitizer.**



**Frequent, cleaning and sanitizing in the building**



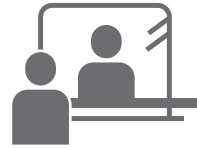
**Ensuring social distancing**



**Having all employees wear masks**



**Requiring employees to take their body temperature before coming to the hotel**



**Installation of splash-prevention panel**

We have suspended and changed some services to prevent infection.

- **Suspending operation of the sauna**
- **No longer installing towels in the public bath**  
Please bring the towels from your room.
- **Suspending our buffet-style breakfast.**  
It will be replaced with a set menu.

In addition, we have changed some services, such as the suspension of hand dryers in the restroom.

# Cooperation in preventing the spread of COVID-19

HOTEL ELICIENT OSAKA COVID-19 safety measures

As your safety is our top priority, we have implemented the following heightened safety and hygiene measures in an effort to protect your health and prevent the spread of COVID-19.



## Please wear a mask

Whenever possible, make sure to wear a mask to prevent infection.



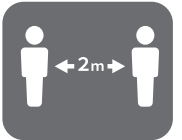
## We will check your body temperature at check-in.

If a fever of 37.5 degrees or higher is confirmed, we may have to refuse your stay.



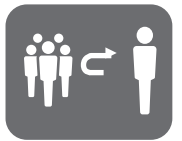
## Please wash and disinfect your hands frequently.

Disinfectant is placed at the front desk, and in the elevator hall.



## Please ensure social distancing

Please keep your distance from other guests at the front desk and lobby. In addition, when you line up, we ask that only one person per booking stand in line.



## Please avoid congestion.

Please use the elevator in small numbers. You can check the congestion situation of the public bath and the breakfast hall from the TV screen in your room. Please try to adjust the time you go when it is crowded.



## If you have any symptoms such as a fever or a cough, please contact us.

If you are not feeling well due to a fever or cough during your stay, please call the front desk.

(Front extension 99)

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## Cooperation in using the public bath.

For hygiene reasons, please give special consideration and cooperation in the public bath.

● Please keep your distance from other customers in the washing-room and locker-room.

● After using equipment please wipe it and disinfect it.

After use of equipment, such as hair dryers and chairs, please wipe it with the installed alcohol sterilization sheets.

● Please take your used towel back to your room.

Plastic bags are available for wet towels.