

Safety Measures at Hotel New Otani Tokyo

EXECUTIVE HOUSE ZEN and The Main

Thank you for your patronage to Hotel New Otani Tokyo.

In order to prevent the spread of COVID-19, we are taking every possible precaution, including efforts to ensure hygiene within the hotel. We hope to offer you a comfortable and pleasant experience while ensuring the safety of all our guests and employees. We appreciate your kind understanding and cooperation.

The following are some of our efforts:

- Use of surgical masks by on-duty staff
- Temperature check upon arriving at work
- Frequent hand sanitization
- Regular disinfection of equipment
- Frequent handwashing and gargling
- Monitoring staff's health conditions

Efforts related to accommodation services

- Use of surgical masks by on-duty staff
- Installment of countertop sneeze guards
- Placement of hand sanitizer dispensers
- Ventilation of guestroom floors
- Cleaning and disinfection of high-touch surfaces.
- Requesting arriving guests to fill in a health questionnaire
- Reduction of elevator capacity
- Securing personal distance among guests
- Careful cleaning and disinfection of the guestrooms
- Thorough disinfection of high-touch surfaces such as light switches, doorknobs, room service menu, pens, etc.
- Suspension of minibar service

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Ventilation of guestroom floors

Please note that the emergency exit doors on the guestroom floors are currently being opened once every few hours, for ventilation purposes.

Guestrooms in The Main and EXECUTIVE HOUSE ZEN are equipped with air vents under the windows, allowing guests to keep the air in their room fresh.

Efforts in the Restaurants

- Seating layout to secure personal distance among guests
- Regular disinfection of high-touch surfaces such as tabletops, chairs, menus, etc.
- Allocation of arrival times to prevent crowds and queues
- High-temperature washing of tableware
- Additional installment of air purifiers.
- Reduction of private dining room capacities
- Requesting guests to sanitize their hands before entering the restaurant

Efforts in the banquet / meeting rooms

- Use of surgical masks by on-duty staff
- Temperature check of on-duty staff
- Distribution of hand sanitizer
- Ventilation of banquet rooms
- Seating layout to secure personal distance among guests
- Disinfection of high-touch surfaces such as tabletops, chairs, etc.

For your well-being at Hotel New Otani Tokyo:

Dining offerings to enhance your health and immune system

Hotel New Otani Tokyo prides itself in providing its guests with the best dining experience, not only in terms of taste and quality, but also from the perspective of health. Our chefs often visit farmers and producers in person, seeking the best meat and vegetables to serve in our restaurants and banquets. “J-cereal” is our original multigrain mix,



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which was created as such an effort to pursue wellness in the food we offer, and is rich with proteins, dietary fibers, minerals, and vitamins. Enjoy Hotel New Otani's wellness menus at our restaurants.

Refresh your body and mind with a stroll in the Japanese garden

With a history of more than 400 years, the Japanese garden at Hotel New Otani Tokyo had in the past been the property of various known samurai lords. The 10-acre-ground features several ancient stone lanterns, scarlet bridges over koi ponds, a stone garden, waterfall, as well as a myriad of flowers and rich foliage that bloom or change colors from season to season. While nestled in the heart of this busy city, the quiet and peaceful ambience that enfolds the expanse provides a moment of repose and rejuvenation to those who stroll its paths.



Medical clinics are located within the hotel. Please notify hotel staff immediately when you are not feeling well during your stay with us.

Please kindly note that extra efforts and measures may be in effective according to the situation. For our latest safety measures, please visit www.newotani.co.jp/en/tokyo.



EXECUTIVE HOUSE ZEN

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