



Y O K O H A M A
ROYAL PARK HOTEL

Our Health and Safety Protocols for COVID-19

Royal Park Hotels are undertaking the following measures to do its part in preventing the spread of the novel coronavirus (COVID-19).

We apologize for any inconvenience this may cause you and ask for your understanding in this matter

Alcohol Disinfection

The hotel will carry out disinfection of all hotel facilities and equipment, install hand sanitizer at the entrance of each facility, and request that customers who use the facilities cooperate by sanitizing hands prior to use.

Face Masks for Service Staff

All service staff are now wearing facemasks, and staff working in facilities that serve food and drink are wearing gloves.

Distribution of Health Check Sheet at Check-in

All guests will receive a check sheet with health information when checking in to the hotel.

Suspension of Food and Beverage Buffet

All food and beverage buffets have been suspended until further notice

All hotel staffs are required to pay extra attention to their health condition and frequent handwashing and sanitization.

Install alcohol-based sanitizers in all public areas (lobby, restrooms, etc.)In addition, guest rooms.

Regular intensive cleaning and disinfecting of frequently contact surfaces.

Anti-viral film on all elevator buttons.

All hotel staff to wear face mask.

Where needed, hotel staff will wear gloves, face shield and protective goggles.

Install protective screens at the front desk, restaurant cashier.

We kindly ask you to check temperature upon arrival.

Removal of paper items, including directories, magazines and memo pads from guest rooms.

Enlarging the spaces between seats and tables to ensure minimum distance in the restaurants.

Restaurant menus are prepared with more details to avoid unnecessary verbal contact between guests and hotel staff.

Take out menus available to bring home. (Advance reservation required.)

Meeting spaces are setup to ensure physical distancing.

Maximum seating capacity is limited to 6 persons instead of 10 for a table to ensure safe distance for sit-down banquet.

Course menu or on table menu are strongly recommended.

For your safety,

We kindly ask you to wear face mask and sanitize your hands upon arrival.

Keep a minimum distance according to the signage placed on floor when queuing.

Maximum capacity in the elevator is reduced.

We are committed to ensure safe and clean environment to welcome our guests back to our property.

When needed, additional measures may be taken to secure health and safety for our guests.

Your understanding and cooperation would be much appreciated.