



## “New Norm” Operation Pictogram List

1. Please cooperate with putting on a face mask in order to relieve the anxiety by guests
2. Please keep social distance with other guests.
3. Please check in and out by one person on behalf of the group if there is more than one of you, and wait for a queue / line with social distance.
4. Please use an elevator and an escalator with a space between guests.
5. Please use a sofa with a space between guests.
6. Please cooperate with using a cash tray for a check.
7. We are thorough about ventilation of rooms and restaurants in the hotels.
8. We have installed protective screens at our front desks.
9. We put on a face mask or a face shield.
10. Please cooperate with sanitizing hands.
11. We regularly disinfect the places people touch at public spaces across the hotels a couple of times a day.
12. We are thorough about checking our employees’s health conditions including body temperature.
13. We are thorough about washing hands frequently.
14. We will check the health conditions of all guests at check-in. In this case, we will request to check the body temperature and the places they have been before coming to the hotels.
15. We will guide all guests to tables in order to keep social distance between groups in the restaurants.
16. We don’t serve any buffet style in the hotels.