

## Yamanouchi Guidelines to Prevent the Spread of COVID-19 While Accepting Guests

In Yamanouchi, in order to prevent the spread of COVID-19, the health and safety of our visitors and the staff of lodging facilities is our first priorities, and we have formulated the following guidelines so that you may use facilities in town in complete safety.

### Description

#### Response at Lodgings

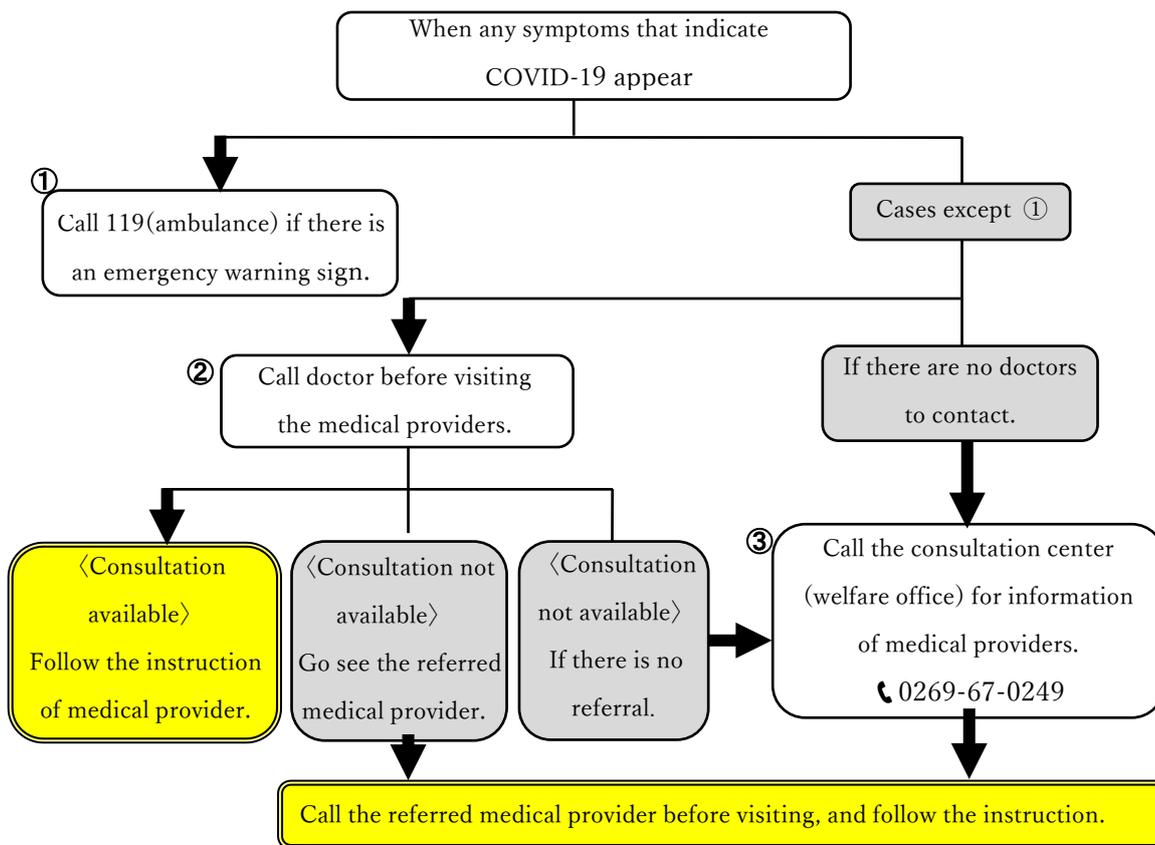
- Have hand sanitizer at the entrance as well as around the facility
- Regularly sanitize the interior of the facility
- Increased ventilation of the facility: guest rooms/dining room/baths/rest rooms
- Limit the number of people in guest rooms and dining room so that proper distancing can be maintained
- Restrict the number of people in the dining room or baths and the length of time they may remain there
- Staff are to wear masks, wash and sanitize hand thoroughly
- Avoid contact between staff and customers when possible, maintain proper distancing, and limit sharing goods and places as much as possible.
- Staff should check their temperature and health condition every day

#### Requests of the Customers

- For 2 weeks prior to your departure, kindly monitor the temperature and health of yourself and your family members. Also, please cooperate with a check of your temperature and health at the time of your check-in.
- We ask that any guests with the following applicable symptoms kindly postpone the visit: Anyone experiencing fever, cough, severe fatigue, or difficulty breathing.
- At check-in time, kindly fill in the names, addresses, and phone numbers of every member of your group. Furthermore, in the case of package tours or school excursions, please assist us in maintaining social distancing by having a representative perform the check-in for everyone and others waiting in different place with keeping distances.
- Please sanitize your hands periodically and cooperate with airing out the guest rooms.
- We ask that you kindly have a mask and wear it.
- Please cooperate with restrictions on baths and dining room occupancy and duration.
- When using the toilet, please close the lid before flushing.
- If you develop a fever or other symptoms during your stay, please wait in your room and refrain from going out.

# Yamanouchi, Nagano Pref. Lodging Emergency Medical-Care System

The process of getting medical treatment if needed or requested.



## In the cases where COVID-19 infection is suspected

If you have symptoms that suggest COVID-19 infection, we ask that you wear a mask and wait in your room, and please don't go out (this includes those traveling with you).

Another room will be prepared in advance where you can wait from other guests.

Meals will be delivered to the room, in order to avoid contact with other guests, and only certain staff will deal with the guest in question.

Basically, if you would seek for medical care, call the medical providers or the consultation center (welfare office) yourself first, and then follow their instructions.

These guidelines come from the guidance of related organizations, clearly state the measures which are considered necessary to prevent the spread of COVID-19, and will be revised as necessary based on findings from prevention specialists and considering requests from our guests.

\*Furthermore, please be aware that responses may vary depending on the facilities at each lodging destination.

## (Bibliography)

COVID-19 Infection Response Guidebook (for lodging facilities) August 2020 (3<sup>rd</sup> edition), Nagano Prefecture

Q&A About COVID-19 (for the general public) as of August 12<sup>th</sup> 2020, Ministry of Health, Labor and Welfare

Town of Yamanouchi

Yamanouchi Board of Education

Yamanouchi Sightseeing Association

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