

Information about taking precautions against the coronavirus (COVID-19) in Tsuruga Group

Sincerely thank you for showing concerns.

For guests safety and protection and general public health, we are taking precautions against the coronavirus (COVID-19) in every hotel of Tsuruga Group. We are taking precautions as following.

- In an effort to prevent and minimize the spread of the coronavirus, we are promoting proper sanitation within the facility.
- Our hotel staff members are wearing masks while on duty.
- Hand sanitizer is available throughout our hotel.
- Disinfectants are regularly used during cleaning in lobby, front desk, lounge, toilet, bar, etc.
- If staying guests need the mask, please tell our staff members.

Thank you for your understanding and cooperation as we worked to prevent the spread of coronavirus (COVID-19).

有关预防新型冠状病毒肺炎 (COVID-19) 感染的对策

感谢一直以来对北海道鹤雅集团酒店的关注与厚爱。

为了让光临本馆或将要光临本馆的宾客放心，向您公示鹤雅酒店集团目前对预防新型冠状病毒肺炎 (COVID-19) 感染实施的各项对策。

- 每日，各馆会进行全面消毒，加强馆内与内庭的通风换气，规定所有员工都需佩戴口罩接待宾客。
- 多处增放手部酒精消毒液，在馆内多处放置供宾客随时自由使用。
- 除了常规的客房打扫消毒以外，还安排在入口玄关处、前台附近、休憩厅内、各处卫生间、馆内酒吧、礼品店等多处都加强了定期消毒处理。
- 如果来馆住宿宾客需要口罩，请与工作人员联系，我们会免费提供给您。

再次感谢您的理解与支持。

有關預防新型冠狀肺炎 (COVID-19) 感染的對策

感謝一直以來對北海道鶴雅集團飯店的關注與厚愛。

爲了讓光臨本館或將要光臨本館的賓客放心，鶴雅集團向您公示目前對於預防新型冠狀肺炎 (COVID-19) 感染實施的各項對策。

- 每日，各館會進行全面消毒，加強館內與內庭的通風換氣，規定所有員工都需佩戴口罩接待賓客。
- 增加放置手部酒精消毒液瓶，在館內多處擺放供賓客隨時自由使用。
- 除了常規的客房打掃消毒以外，還安排在入口玄關處、服務櫃檯處、休憩廳內、各處衛生間、館內酒吧、禮品店等場所都加強了定期消毒處理。
- 如果來館住宿賓客需要口罩，請告知工作人員，我們會免費提供給您。

再次感謝您的理解與支持。