

COVID-19 countermeasure guideline (Version 1)

Beach Hotel Sunshine Ishigakijima is taking the following measures under consideration of the health and safety of both our guests and staff to avoid contagion of the virus and to prevent it from further spreading.

Measures for our staff

1. Daily health check

- Before starting work, all our staff conduct a health and body temperature check. If a member's health condition is not good, he/she will immediately go home and stay there.
- Staff who shows symptoms during work that could be related to those of COVID-19, e.g. fatigue, loss of sense to taste or smell, and flu-like symptoms such as fever and coughing, will be immediately removed from his/her job and returned home. As needed, we will consult the local health institutions.

2. Strict enforcement of disinfection

- Regardless of whether before or during work/breaks, staff wash and disinfect hands and wash their mouths as needed, when exchanging items or having contact with guests and other staff, and after using the restrooms, cleaning, smoking, eating or touching one's face etc.
- We regularly disinfect equipment and items that are used by several members of staff before and after usage.
- We are examining the effective use of gloves. They will be disinfected or disposed of adequately.

3. Self-restraint for participating in non-essential and non-urgent events and outings

- We ask our staff to refrain from participating in events and gatherings with a large, unspecified number of people as well as (business) trips that are non-essential or non-urgent.

4. Usage of masks and/or face shields

- During the working time, staff use masks and/or face shields. Also, outside of working hours, staff will be conscious to wear masks for situations where there is interaction with other people.

5. Thorough personal grooming

- Uniforms and other clothing are washed daily and the grooming is performed cleanly and neatly.

6. Cautiousness in the back office

- Also, in the back office, we keep distance among colleagues, while limiting the number of staff who have a break simultaneously and avoid direct conversation and encounter.
- We are reviewing the position of desks in order to keep distance among our staff.
- We regularly disinfect items that are commonly used (chairs, tables etc.).
- Keyboards for computers, reservation system and accounting system are prudently disinfected.
- While paying careful attention to the cleaning of restrooms, each staff disinfects before and after usage.

Measures in the buildings

1. Arrangement of alcohol disinfectants

We have placed disinfectant sanitizers at the hotel entrance, in the lobby, in the restaurants and on each floor in the elevator hall. We will continuously replenish to make usage easier for our guests.

2. Stepping up disinfecting and cleaning

We are stepping up indoor disinfecting and cleaning. Regularly (every hour as a guide) we disinfect spots that our guests would frequently touch such as doors and doorknobs of the rooms, buttons inside and outside of the elevator, handrail of the stairs, doors of restrooms etc.

3. Ventilation in the buildings

On top of standard ventilation through our air conditioning, we open windows and doors partially on a frequent basis. By opening doors and windows, we ventilate guest rooms during cleaning.

4. Keeping distance

We limit the number of persons using the elevators to a fixed number of persons. Alternative, we limit usage to one group that is travelling together.

Measures for each section

1. Reservations

- Three days after check-out, we will send an email to each guest to check his/her health condition.

2. Front desk

- Staff use gloves or disinfect the handles before and after carrying luggage.
- We ask our guests to disinfect their hands and measure their body temperature (non-contact thermometer) upon arrival.
- We ask our guests who do not wear masks to put them on.
- When talking to our guests, we aim to reduce direct contact and shorten the time of the conversation.
- When there are several guests for check-in at the same time, we try to keep distance e.g. by leaving seats open in between.
- We ask our guests for their cooperation for measures to prevent contagion during or after their stay (checking body temperature, wearing masks, disinfecting, contacting to check health condition three days after check-out).
- At the time of payment, we use trays for exchanging cash, credit cards, receipts etc. We recommend cashless payment.
- After check-in/out procedures, we disinfect tables, baggage cart, elevator, handrail, and other used equipment.
- During check-out, we place a pole in front of the counter to keep distances among guests.
- Garbage is disposed of in closed plastic bags. Garbage separation is done with careful attention.

3. Restaurants

- We use masks, face shields and disposable gloves.
- We limit the number of guests in the restaurant and the length of the visit.
- We ask our guests to disinfect their hands and measure their body temperature (non-contact thermometer) upon arrival.
- We ask our guests who do not wear masks to put them on.
- We guide our guests in a way that there is space between tables in order to maintain distance.

- We try to avoid having our guests sit on seats right opposite each other and to arrange tables side-by-side or diagonally.
- We ask our guests who have influenza-like symptoms such as fever, coughing etc. to refrain from entering the restaurants.
- We ask our guests to wear their masks until the start of their meal.
- When guiding our guests to their table, we try not to pass near other guests' tables as much as possible.
- When talking to our guests we aim to reduce direct contact and shorten the time of the conversation.
- We provide antibacterial wet towels with high properties against viruses.
- We change dishes such as hot-pots or assorted sashimi to one-person portions.
- When offering dishes for sharing, we provide tongs for the number of persons.
- After cleaning the tables, we wash and disinfect our hands.
- Garbage is disposed of in closed plastic bags. Garbage separation is done with careful attention.
- For food waste, containers with lids are used, and disinfectant is sprayed on it each time.
- At the time of payment, we use trays for exchanging cash, credit cards, receipts etc. We recommend cashless payments.
- We disinfect items used by our guests such as ball pens and wash our hands after the payment.
- After our guests finish their meal and leave, we will change the tablecloth and disinfect the table, chairs, and menu etc.
- We clean the used tableware through a high-pressure dishwasher and disinfect it.
- We thoroughly disinfect working areas.
- We are evaluating to change buffet-style to fixed course menus.
- In case we offer buffet-style meals, we will execute with the highest care to prevent contagion.
(Example: small-sized dishes, staff providing portions, usage of individual tongs)

4. Kitchen

- We thoroughly clean and disinfect the refrigerators, freezers and storage for tableware and kitchen tools.
- We clean the used tableware through a high-pressure dishwasher and disinfect it.
- We clean the cooking equipment through a high-pressure dishwasher and disinfect it every time we use it.
- To carefully handle raw meat, we put on gloves to avoid direct contact.
- Garbage is disposed of in closed plastic bags. Garbage separation is done with careful attention.
- For food waste, containers with lids are used, and disinfectant is sprayed on it each time.

5. Room cleaning

- We pay careful attention to the restrooms and bathrooms as they are considered to have relatively higher risks of contagion.
- Disinfecting of items and spots that guests would often touch is stepped up, while the room is thoroughly ventilated during cleaning.

- The used bedlinen is stored sealed so that the collecting person will not have to touch it. It will be cleaned and disinfected.
- Garbage is disposed of in closed plastic bags. Garbage separation is done with careful attention.

6. Shop

- We ask our guests to disinfect their hands when they enter the shop.
- We ask our guests who do not wear masks to put them on.
- When talking to our guests, we aim to reduce direct contact and shorten the time of the conversation.
- We ask our guests to decide what they would like to purchase before picking it up from the display.
- We regularly disinfect spots that our guests would frequently touch such as doors of the refrigerator and freezer.
- We thoroughly disinfect equipment and items that are shared such the cashier and telephone.
- We do not offer food samples and ask guests to refrain from trying on clothing, accessories etc.
- We do not place shopping baskets at the entrance of the shop but offer disinfected baskets to guests upon request.
- We limit the number of guests and promote a visit to the shop during off-peak hours to avoid the shop to get crowded.
- We have marked points on the floor to keep distance to avoid crowds in front of the cashier.
- At the time of payment, we use trays for exchanging cash, credit cards, receipts etc. We recommend cashless payments.
- We disinfect items used by our guests such as ball pens and wash our hands after the payment.
- We ask our guests for their cooperation in accepting plain packaging to reduce the time of wrapping.
- We ask our guests to put items in their bags themselves if they have their own bags with them.
- To shorten the procedures for sending items domestically via mail, we ask our guests to write the form outside the shop.
- Garbage is disposed of in closed plastic bags. Garbage separation is done with careful attention.

7. Communal bath

- We pay careful attention to the changing area of the communal bath as it is considered to have relatively higher risks of contagion.
- At time of check-in, we ask our guests for the time they wish to use the bath to limit the number of people using the bath.
- We frequently disinfect items such as hair dryers.
- In order to keep distance, chairs, tubs etc. are partially removed.
- We leave space in between lockers and disinfect the lockers regularly.
- Garbage is disposed of in closed plastic bags. Garbage separation is done with careful attention.

8. Pool and marine activities

- We pay careful attention to the changing room and its restrooms as they are considered to have relatively higher risks of contagion.

- We regularly disinfect spots that the guests would often touch such as doorknobs, water taps and showerheads etc.
- Garbage is disposed of in closed plastic bags. Garbage separation is done with careful attention.
- The used towels are stored sealed so that the collecting person will not have to touch it. It will be cleaned and disinfected.
- When our guests participate in marine activities, we ask them to fill out and sign the form of agreement prepared by the outsourced operator of marine activities.

Request to our guests

1. We kindly ask for your cooperation in wearing masks and disinfecting hands when entering the buildings and restaurants.
2. We have placed disinfectants within the buildings. Please feel free to use them at your discretion.
3. We ask you to check your body temperature daily. Additionally, we will contact you to confirm your health condition three days after check-out. This will be executed according to the agreement with Ishigaki City and kindly ask for your cooperation.
4. We kindly ask for your cooperation in settling payments in a cashless manner if possible.
5. In case you do not feel well, please contact the nearest staff immediately.

Care and measures for guests who might be infected

1. In case there are guests who could be infected e.g. with fever, difficult breathing, fatigue etc., we ask them to wear masks and stay in their room. The same is the case for the companions in the same group.
2. In advance the Hotel appoints rooms and places for waiting separated from other guests.
3. To avoid contact with other guests, we provide meals in the relevant room, reduce the staff who are responsible for serving the guests and pay careful attention to prevent contagion wearing masks and gloves.
4. We confirm the names and other details of the guests and contact the local health authorities.
5. We will follow the instructions of the local health authorities in regard to the provision of information to other guests.

Information counter for consultation or report of potential infection during the stay or after departure

According to instructions of the Ishigaki City authorities:

- Ishigaki City Health and Welfare Centre +81-(0)980-88-0088
- Yaeyama Public Health Centre +81-(0)980-82-4891