

# Our commitment to prevent the spread of COVID-19

Thank you for your continuous patronage of Sheraton Okinawa Sunmarina Resort.

In response to the recent pandemic of COVID-19, we have enhanced our policies as below in order to ensure the safety and hygiene of our guests and to commit ourselves to prevent the spread of the virus.

## In Public Spaces and Guest Rooms

1. **Check the health condition of arriving guests:** We ask our guests for cooperation in going through fever screening and to fill out a health check sheet upon arrival.
2. **Practice social distancing:** We ask our guests to maintain the recommended 6ft (2m) social distance to avoid a close/crowded environment and direct contact. Facility usage may be limited
3. **Associates wearing face masks:** We ensure our associates wear face masks and gloves as necessary for the safety of our guests.
4. **Enhanced cleaning/disinfection/ventilation procedures:** We regularly disinfect the areas/items touched by many guests (e.g. doorknobs and doors in public areas, elevator buttons etc.) and ventilate the areas.
5. **Provide alcohol-based disinfectant:** Alcohol-based disinfectant/hand sanitizers are provided at various locations in the hotel.
6. **Guest Room Make Up Service:** Service is limited to ① collection of garbage, ② replacement of towels and ③ replenishment of amenities only.

## To Our Guests

1. Guests are requested not to visit our resort if feeling ill or are experiencing symptoms including fever, coughing or any other respiratory symptoms.
2. All arriving guests are asked to go through fever screening, wear face masks and disinfect their hands with alcohol-based disinfectant upon entry to the Main Tower.
3. All guests are asked to wear face masks when utilizing our facilities (restaurants, gifts & convenience store, Handicraft Room etc.). Guests without masks will be asked to refrain from entering the areas.
4. Guests are asked to practice social distancing whenever applicable.

## Our Associates' Actions

1. Check the health conditions of our associates daily. Check for fever before reporting to work.
2. Frequently wash, disinfect hands and gargle before work and when on duty.
3. Wear face masks when interacting with guests in "3C" (closed, crowded and concentrated) areas and situations. Some associates will wear sanitary gloves as necessary.
4. Disinfect and ventilate the back office of the hotel.

We apologize for any inconveniences this may cause. Thank you for your kind understanding and cooperation.

General Manager