

To Our Valued Customers

About the extension of the State of Emergency declaration and strengthening of infection prevention

We hope this letter finds our dearest customers well, despite how uncertain the future situation of the coronavirus may be.

Currently, the government and local governments are preparing to extend the emergency declaration, and we would like to ask for your guidance and cooperation in order to further prevent infections.

1. We request for your kind cooperation in preventing further infection with the following:

(1) During Service;

① If possible to schedule service when the customer is most likely not home.

(Housekeeping service)

② Should the customer be present during service, please keep social distancing with the staff and kindly wear a mask.

(2) Safe Hours of Commute for Staff:

We may ask for your cooperation in changing service hours so staff may have the chance to avoid rush hours during commuting.

2. Strengthening infection prevention by staff

In addition to the existing infection prevention measures, the following practices will be implemented during this month, at the time of service.

- Use of rubber gloves (housekeeping service)
- Staff will use separate masks while service.
- Personal items such as luggage should be placed near the entrance and not in the room.

We appreciate your kind understanding in order to prevent the spread of infection and to ensure the safety of our customers and employees.

If you have any questions or concerns, please feel free to contact us.

Please note that these policies may change depending on the current situation.