

COVID-19 Infection Prevention Measures

At InterContinental Yokohama Grand, the safety and well-being of our guests and employees is always our top priority. As such, we have implemented stringent precautionary hygiene measures, including:

Public Areas

- Temperature checks to our guests using thermal camera when using the hotel. We sincerely apologize for those who have a fever above 37.5°C or who are not feeling well, but please refrain from entering the building.
- Enhanced cleaning and sanitization processes
Alcohol-based sanitization is conducted continuously at places that are frequently touched by the public, such as door knobs, door, and elevator buttons, etc.
- Placement of hand sanitizers throughout all public spaces.
- Limitation of the number of guests per elevator ride to allow for safe physical distancing.

Guestrooms

- Installation of an acrylic board at the Front Desk and Bell Desk.
- Request our guests to keep safe physical distancing when in a queue.
- Request our all guests to fill in a health check sheet upon check-in.
- The front counter and pen are sanitized after each use by the guest.
- Use cash tray for payment.
- Restriction of In-Room Dining service to at-door delivery.
- Extensive disinfection and sanitization of each guestroom with alcohol-based sanitizer once vacated.
- Extensive disinfection and sanitization of each equipment or replacement with a new one.
- Thorough handwashing, sanitization and the discarding of gloves after each room cleaning.

Restaurants and Bar

- Limitation of seating at any one time to allow for safe physical distancing for guests and staff.
- We may ask you to adjust the reservation time to avoid the concentration.
- Hand sanitization upon arrival.
- Tabletop seasonings such as salt and pepper are prepared individually.
- Frequent sanitization throughout, including that of tables, chairs and menu after each seating.
- Use cash tray for payment.
- Ventilate the restaurant frequently.
- In the buffet style, we provide meals with safety to avoid cross contamination.

Meetings, Events and Weddings

- Recommendation of online appointments between clients and hotel staff whenever possible.
- Limitation of the number of attendees per function room and chapel to allow for safe physical distancing.
- Installation of an acrylic board at the Wedding and Banquet consultation THE SALON.
- Request our guests to wear masks by clients.
- Hand sanitization at each function room prior to initial entry.
- Microphones are sanitized after each use by the guest.
- Frequent sanitization throughout, including sanitization of tables, chairs, after the conclusion of each function.
- Ventilate the banquet rooms and chapel frequently.

Other Facilities

SPA BAY WINDOW

- We may ask you to adjust the reservation time to avoid the concentration.
- Request our guests to sanitize of hands upon arrival at SPA.
- Request our guests to fill in a health check sheet upon check-in.
- Installation of an acrylic board at the Reception and use cash tray for payment.
- Multi-people are not allowed to use the treatment room at the same time.
- Treatment rooms are sanitized after each use by the guest with alcohol-based sanitizer.
- Extensive disinfection and sanitization of each equipment or replacement with a new one.



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YOKOHAMA GRAND

Gourmet et Souvenir i MARINA

- Request our guests to sanitize of hands before entering the shop.
- Installation of an acrylic board at the counter and use cash tray for payment.
- Request our guests to keep safe physical distancing when waiting for the bill, etc.
- Shopping Baskets are sanitized after each use by the guest with alcohol-based sanitizer.

Hotel's Boat LE GRAND BLEU

- Operation with a limited number of passengers to keep safe physical distancing.
- Request our guests to wear a mask and sanitization of hands before on board.
- Handrails, chairs are sanitized after each use by the guest with alcohol-based sanitizer.
- Open cabin doors and air conditioning systems to provide thorough ventilation inside the ship.

Hotel Staff

- Mandatory temperature checks before coming to work.
- Wearing of masks as well as gloves, when appropriate.
- Frequent washing & sanitizing of hands.
- Placement of hand sanitizers throughout all hotel backspaces.

To All Our Guests

- Temperature checks to all our guests using thermal camera when using the hotel. We sincerely apologize for those who have a fever above 37.5°C or who are not feeling well, but please refrain from entering the building.
- Please make certain you wear a mask whenever entering the hotel premises.
- Please sanitize your hands and fingers with alcohol disinfectant.
- Please keep safe physical distancing (1-2m).
- Please tell staff immediately if you feel ill with such symptoms as fever, chills, and coughs.

Thank you for your kind understanding and cooperation.

We appreciate your support and patronage and look forward to serving you.