

About the measures against the novel coronavirus

Thank you very much for staying with us at JR-EAST Hotel Mets.

Based on the government request related to the novel coronavirus, we have been taking measures to protect the safety and the health of our guests and hotel staff.

Your understanding and cooperation would be greatly appreciated.

Enhancing the hygiene management

- We use alcohol to disinfect in our hotel facility.
- The alcohol-based hand sanitizer is provided at our front desk, and we encourage all guest who visits our hotel facility to use the sanitizer.

Physical health management of hotel staff

- The hotel staff wear the face mask when working.
- All hotel staff is required washing hands and gargling to maintain their physical health.

The specific care to guest feeling unwell

Please kindly understand that the specific physical health care and the hygiene care is required.

The specific cares apply to;

- Those who feeling unwell (who has the symptom such as fever and cough).
- Those who returned from overseas and foreign visitor.

The details;

- If you have your body temperature over 37.5 degrees C, cough, headache, feeling of dyspnea and malaise, please let us know at the front desk immediately. We will provide the information of the public health center designated by Ministry of Health, Labor and Welfare.
- Please check the body temperature and fill out the “Medical Check” sheet every morning. Please make a call and let us know the temperature and physical condition at the front desk.
- Please refrain from any nonessential and non-urgent outings. When you leave your room, please make sure to wear a face mask.
- About Room Cleaning, we are very sorry that our housekeepers are not allowed to enter your room and do housekeeping under the circumstance. Please understand that you may have your linens, towels, and hotel amenities at the door in front of your room.

Breakfast service

We enhance to sterilize the utensil and sanitize handles of equipment.

We may suspend the buffet style service.

Please refrain from having the breakfast at the restaurant if feeling unwell.

The other service

The service and opening hours of the restaurant and the other shops is subject to change depending on the circumstance. For a further information, please contact the hotel.