

Dear Guest,

Thank you for choosing Hyatt Regency Seragaki Island Okinawa for your stay in Okinawa.

In light of the ongoing COVID-19 situation, please be aware that our hotel has implemented the following precautionary measures. Please do not hesitate to contact the Front Desk if you have any questions, would like to be provided a face mask or if you require any other assistance.

Public Areas



- Sanitization of high-touch areas using a high-grade disinfectant (i.e. elevator, door and furniture handles, luggage carts)
- Use of masks by associates and use of gloves from housekeeping and kitchen staff.
- Body temperature check upon entry
- Hand sanitizer available at key locations around the hotel

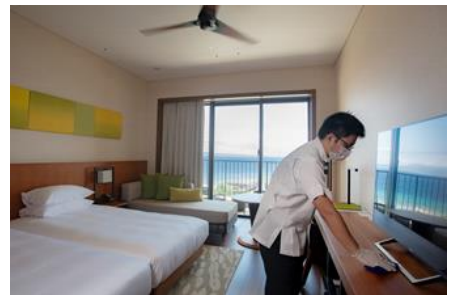
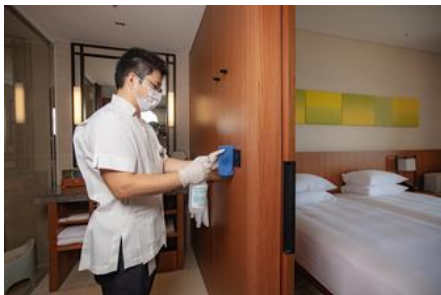
Check-in



- Sanitization of key cards and pens after every guest use
- Use of acrylic partitions at the front desk
- Appropriate social distancing at the check-in and check-out area

**In order to minimize congestion and expedite check-out procedures, we recommend settling your bill in advance on the previous night, or the morning of check-out.*

In-Room



- Sanitization of high-touch areas using a high-grade disinfectant (i.e. TV remote controls, door and furniture handles, control panels, nightstands, table tops, faucets)
- Increased frequency of cleaning air filters
- Sanitizing wipes provided in your amenities
- Reduced amount of in-room collaterals (Hotel Directory available via in-room TV)

Dining Outlets



- Temperature checks will be conducted upon arrival at all-day dining restaurant, Serale. Guests with a temperature over 37.5 degrees will not be allowed to enter the restaurant.
 - Social distancing measures to allow for 1m+ space between tables.
 - Limitation on duration and seating at any one time to allow for safe physical distancing.
 - In order to allow for as many guests to dine at Serale under Covid-19 protocols, we ask that you limit your visit to 45 minutes.
 - Frequent sanitation of high touch areas including tables, chairs, menus and cashless tray/folders.
 - Implementation of best practices for food safety from delivery, preparation and service under the Codex HACCP certification, the international standard for food safety.
 - Please wear a mask and refrain from talking around the buffet.
 - Buffet equipment is changed every 30 minutes.
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Wellness & Activities

- Social distancing between pool deck chairs
 - Social distancing between training equipment at the fitness center
 - Body temperature check prior to attending a program
 - In order to avoid crowds, we may limit the number of guests.
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Spa

- Hand sanitizer available at the reception desk and each treatment room
 - All surfaces in treatment room, all therapist products and tools are sanitized
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Our colleagues

- Body temperature check at staff entrance and use of mask
 - Enhancing handwashing and the use of alcohol disinfectants
 - Hand sanitizer available at key locations
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Requests to Guests

- Body temperature check for entry and wellbeing checks upon check-in.
- If guests have symptoms such as fever or cough, or are taking medicine including fever reducers or cough medicine, they are requested to contact the Front Desk for assistance to visit a medical institution.
- Guests are strongly encouraged to practice precautionary measures, including handwashing, hand sanitization and wearing a face mask, if they have symptoms of coughing or sneezing.
- In order to avoid crowds, we may limit the number of guests and the time spent, at one time, at the restaurant or other hotel facilities.
- Face masks – Required in hotel indoor public areas and when moving around in outdoor areas.