

NEMU RESORT Novel Coronavirus Infection Prevention Measures and Requests

NEMU RESORT takes the following countermeasure against COVID-19 infection in consideration of health and safety for all our guests and staff.

Requests to Our Guests



Sanitize Your Hands

Please sanitize your hands with alcohol disinfectant before entering the hotel / restaurant.



Check Your Temperature

Please check your temperature with facial recognition thermometer before entering the hotel / restaurant.



Bad Physical Condition

If you are feeling unwell in any way, please speak to our staff immediately.



Wearing a Mask Recommended

Please be considerate to other guests.
※Please wear a mask as much as possible.
Your cooperation would be greatly appreciated.

Check - In

- We have installed Facial recognition thermometer and Sanitizer dispenser at the entrance. Please check your body temperature and sanitize your hands upon check-in.

Guest Room

- By scanning the QR code in the guest room, it could be found area Information and hotel facilities Information which make your stay enjoyable.
- We sanitize the guest room by alcohol disinfectant in addition to usual room cleaning, especially we do sanitize a part where hands are directly touched meticulously. (Door knobs, Drawers, Remote controllers, Switches, etc.)
- We replace all amenities with new one.
- When flushing the toilet, please close the lid to prevent splash infection.

Inside the Hotel

- We wipe off and sanitize inside the hotel with alcohol disinfectant.
- Acrylic sheets (panels to prevent the dispersion of airborne droplets) are set up at every front desk and counter.
- Air purifiers are installed in various places in the hotel.
- We have installed CO2 Sensor in various places to grasp ventilation status, and are controlling adequate ventilation.

Restaurant

- Please sanitize your hands with alcohol disinfectant before entering the restaurant. Also, we will have your temperature checked at the breakfast venue.
- We use high temperature washing machine to wash tableware (plates, glasses) and cutlery.
- We sanitize table and chair each time after the guests gone.
- We have placed the tables with consideration for adequate social distancing in all restaurants.
- By scanning the QR code in the guest room, you could check the crowdedness of the breakfast venue. Please use the service before going out since it may be crowded.

Others

- By scanning the QR code in the guest room, you could check the crowdedness of the large public bath (hot spring). Please use the service before going out since it may be crowded.
- To prevent infection, please try to keep adequate social distancing at all times.
- Lockers and locker keys are sanitized after each use.
- In front of the large public bath (hot spring), we have installed an ozone generator “Air Fino” to sanitize and deodorize.

Our Team

- Our entire staff do check their temperature before going to work, and wash their hands frequently.
- The staff will be wearing mask as a precautionary measure. (a part of staff wear gloves/goggles too).
- If you have any questions, please contact the front desk at extension 4. Or please feel free to ask nearby staff.

We are making an effort to provide services with placing health and safety of both all our guests and employees as the highest priority. Due to this, it might cause you any inconvenience though, your kind understanding and cooperation would be appreciated. We wish you have a pleasant stay with us.