

Preventive Measures Against COVID-19

[The Okura Tokyo Banquet Rooms]

June 2020



Disinfecting and Cleaning the Banquet Rooms and Sanitary Precautions

The Okura
TOKYO



The Okura Tokyo has taken preventive measures for the safety and well-being of our guests and employees.

We have also taken the following sanitary precautions for the banquet rooms.

- Install hand sanitizers at all the entrances, reception desks, and in the washrooms on the 1st, 2nd, 7th, and 41st floors.
- Properly disinfect and clean handrails of the elevators in front of the banquet rooms and stair rails.
- Properly disinfect and clean banquet room doors and doorknobs.
- All staff providing guest services wear masks upon request.
- Encourage all employees to thoroughly gargle, wash and sanitize their hands and fingers.
- All employees are required to have their temperatures checked and keep themselves in good shape.

Preventive Measures for the Banquet Rooms

We ventilate all banquet rooms by setting air-conditioners' air volume to the maximum.

Ventilate the large new banquet rooms at The Okura Tokyo that opened in September 2019 **more than 3 times per hour, once every 10 – 20 minutes.**

Name of the Room / Floor		Floor Space (m ²)	Ceiling Height (m)	Capacity (m ³)	Effective ventilation (m ³ /h)	Legal air changes per hour	Actual air changes per hour	Air circulation (minute)
1 F	Heian Room	1,968	7.5	14,760.0	40,000	2.71	3.39	18
	Akebono Room	489	3.5	1,711.5	8,000	4.67	7.30	8
	Chitose	112	3.5	392.0	1,460	3.72	5.61	11
2 F	Orchard	678	5.2	3,525.6	12,000	3.40	4.59	13
	Windsor/York	63	3.5	220.5	1,000	4.54	6.80	9
	Victoria	72	2.6	187.2	900	4.81	7.48	8
7 F	Maple	358	4.0	1,432.0	5,800	4.05	6.04	10
	Chelsea	105	3.0	315.0	1,300	4.13	6.35	9
	Mayfair	64	2.7	172.8	800	4.63	6.94	9
	Lily/Iris	34	3.1	105.4	360	3.42	5.22	11
	Cattleya/Rose	30	3.1	93.0	300	3.23	4.84	12
41 F	L'étoile	198	3.5	693.0	3,320	4.79	7.22	8
	La lune	198	3.5	693.0	3,260	4.70	7.07	8
	Le soleil	161	3.5	563.5	1,600	2.84	3.64	16
	Le météore/La lumière	65	3.5	227.5	660	2.90	4.40	14

Preventive Measures for the Banquet Rooms



Infection prevention products that allow you to use the banquet rooms without worry

Non-contact thermometers

Non-contact thermometers that allow a person's temperature to be taken quickly and hygienically can be arranged for free (quantities are limited).

Plastic panels that protect guests from droplets

Plastic panels that protect guests from droplets to be installed on the reception desk and platform for a lecturer and MC can be arranged.

Thermal cameras

Our camera equipped with AI can detect a human face accurately and check his/her temperature. By installing one at the reception desk, it can check up to 10 people at a time. Connecting to external output devices, such as a notebook personal computer or a large display, can also be arranged.

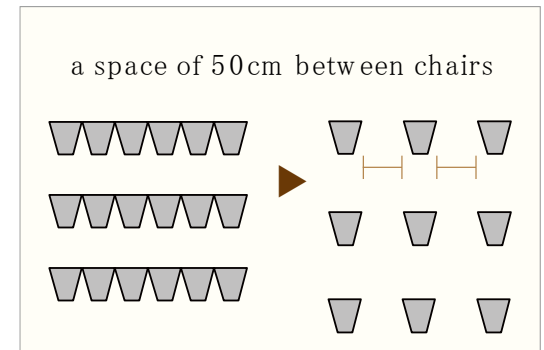
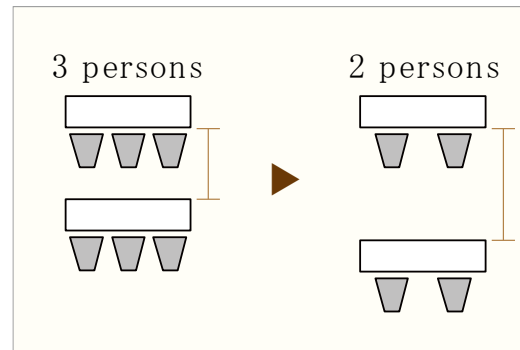
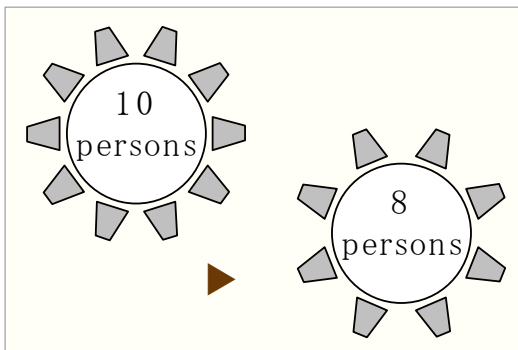
Preventive Measures for the Banquet Rooms



A layout for gatherings to adapt to a “New Lifestyle” and maintain social distancing

Reduce the number of chairs and secure abundant space between chairs

- In a seated dining-style setup, we recommend that the number of guests allowed per round table with a diameter of 200 cm be up to 8 people.
- In a classroom-style setup, we recommend that chairs with up to two seats be placed per table with 180 cm in width.
- In a theater-style setup, we recommend that chairs be placed between 50 cm or more apart to keep guests at a distance from one another.



For Guests Who Use the Banquet Rooms



Please avoid closed spaces and crowds in the banquet room and waiting room

| Reception

- Those who are in charge of the reception are required to wear masks.
- We ask attendees to keep a distance when standing in line.
- In case that a guest has a fever or feel sick, please refrain from using the banquet room.
- We install hand sanitizers at the reception desk.

| Cloakroom

- We ask attendees to keep a distance when standing in line.
- To eliminate the trouble of standing in line in the cloakroom, let us suggest that a luggage rack be installed in the banquet rooms.

For Guests Who Use the Banquet Rooms



Banquet food and drinks

- For buffet-style services, dining tables are placed with enough distance between them.
- Our service staff help dish out food as much as they can.
- We will change tongs and others depending on usage conditions.

Others

- We may limit the number of guests allowed at a time on the elevator, in the washroom and smoking room to avoid crowds.
- Please wear masks until just before shooting a group photo.
- Let us ask you to give consideration to the sound volume of background music, microphones, and others so that guests' conversation may not become too loud.
- We will have doors open for ventilation depending on the situation.

Proposal from The Okura Tokyo



Infection preventive measures and proposal that allow you to hold a conference and an event smoothly

Web Conference

You can conduct a remote conference via the Web by using a web-conferencing device or tool, a microphone or a web camera to distribute video externally. You can access the hotel's Wi-Fi free of charge.

Online Meeting

Upon request, the banquet organizer is free to switch from a face-to-face meeting with the hotel staff to an online meeting (Web meeting).

Use of the Hotel's Parking Space (free parking is available for those who attend a banquet)

We have a parking lot for about 330 vehicles available. You can visit the hotel by car with no worry. In addition, we are happy to arrange a hired car or chauffer services for your important customers.

*The aforementioned is only a part of our proposal. We are happy to provide consultation to meet the need of your banquet. Please feel free to ask.