

Notice of Partial Operation Change

Thank you very much for patronizing THE GENERAL KYOTO.

In light of the COVID-19 coronavirus outbreak,
some operation will be temporarily suspended to prevent the spread of infection.
The details are as follows.

We apologize to our guests for the inconvenience and ask for your understanding.

【Breakfast Service Change】

- Breakfast buffet at Tominokoji Dining will be temporarily suspended and served on the set menu (Western style or Japanese style).
7:00-11:30 (Last Order 11:00) ¥2,500 (inclusive tax and service charge)
- Japanese style breakfast at Tominokoji-dori Salon will be temporarily suspended.

【Lounge Service Change】

Lounge service including a complimentary light breakfast will be temporarily suspended.

*A packed bread and juice is available at the reception desk. Hours: 6:30-11:00

【Workshop・Event】

Workshops and events will be temporarily canceled.

【Facilities】

TATAMI SALON, Guest Kitchen, Tea Room, Gym, and Tominokoji-dori Salon will be temporarily closed.

【Bar】

Bar at Takatsuji Tominokoji and Yamatooji will be temporarily closed.

【Shiatsu Massage Service】

Shiatsu Massage service will be temporarily suspended.

Concerning Preventative Measures Against COVID-19

Written below are the safety measures that we are taking at THE GENERAL KYOTO, where the health and safety of our guests and staff come first. We sincerely apologize for any inconvenience these measures may cause, and we ask for your understanding and cooperation during these trying times.

① Initiatives Taken in Each Building

- All staff members must wear masks
- In line with social distancing practices, seats and tables have been spaced out
- Opening windows and using air conditioning to promote circulation
- Disinfectant alcohol spray is placed at every entrance, reception desk, lounge, restaurant and elevator
- Transparent shields have been placed at reception desks to prevent the spread of oral pathogens
- Things that are likely to be used or touched by customers (doors, handles, elevator buttons, etc...) will be regularly cleaned with disinfectant alcohol

② Our Request to Customers

- Please use disinfectant alcohol when entering the building.
- Please check your temperature before entering or exiting the building.
- Please wear a mask while spending time in the buildings.

③ Preventative Measures Taken by Our Staff

- All staff are required to report their physical health and temperature before each shift.
- Disinfectant is available in all staff areas and staff members are required to wash their hands at least once every hour.
- Staff are not allowed to travel outside of the country, nor are they to take unnecessary business trips.
- If a staff member or someone they live with is sick, especially if there is a possibility that they have contracted COVID-19, they are not allowed to work.
- Staff are not allowed to participate in or go to events in which more than ten people are gathered.