



CARING FOR YOUR WELLBEING

In response to COVID-19, Andaz Tokyo is taking precautionary measures in an effort to maintain a clean and safe environment for our guests. For your next meeting or event, use our facilities with confidence and peace of mind. See the steps we are taking below, and feel free to contact us for more information.

In-Room

- Sanitization of high-touch areas using a high-grade disinfectant
- Alcohol wipes provided in your amenities
- Complimentary hand sanitizers are available by calling housekeeping
- QR code for room service menu and hotel information

Dining Outlets

- Assurance of food safety through our HACCP certification, a globally recognized and independently audited food safety management system
- Maintenance of safe distancing by limiting the number of tables
- Sanitization of tables, condiment holders and menus before seating guests (QR code on the menu)
- Use of mask by all associates and gloves by all kitchen associates
- Alcohol wipes for guests' use
- Cutleries are covered with napkins

Check-in

- Disinfection of key cards
- Sanitization of counter and table surfaces
- Sanitization of pens after every guest use
- Mandatory masks for our front desk associates
- Hand sanitizing gels for guests' use

Others

- Mandatory body temperature checks for all guests and associates upon entering the hotel
- Maintenance of safe distancing by limiting number guests in the elevator
- Strengthened hygiene measures including regular disinfection, cleaning and installation of hand sanitizer in various locations around the building
- Use of mask and hand sanitizer by all associates
- Increased ventilation cycling outside air through all hotel facilities and guestrooms