

Special Coronavirus Customer Care Procedures and Requests

In order to provide a safe environment for all of our guests and to prevent the spread of disease, we are putting special temporary procedures in place. We ask for your cooperation as we strive to make your stay with us a safe and enjoyable one.

- There will be a minimum of a 48 hour period in between guests/groups to allow for thorough cleaning, disinfecting and ventilation of all buildings and surfaces. We will be using Ozone generating air purifiers in order to enhance our sterilization.

- In order to protect both our guests and our staff, we will be drastically reducing the number of staff on property during the pandemic. An orientation video will be made available via an online link and staff will be available to support 24/7 by phone. Staff will work hard prior to your group's arrival and after you leave, but will not be present on property during your stay unless absolutely necessary. Any staff member required to be on property during your stay will wear a mask and commit to heightened hygiene measures. Staff members with temperatures higher than 37.5 will not be permitted on property.

- All payment is requested to be sent via Post Bank Transfer. Please note that the transfer takes 3 days to arrive at our office. Please ensure that the transfer of funds is received in full PRIOR to your arrival at the Centre. Thank You

- Common slippers will be removed from the building entrances. Please bring your own slippers or indoor shoes.

- Common use toiletries in the showers and ofuros will be removed. Please bring your own toiletries including shampoo, conditioner and body wash.

- Hand sanitizer and/or alcohol spray will be available for guest use at various locations around the buildings. We also ask our guests to wash their hands often and thoroughly with soap and water.

- Common use hand towels will be removed from all sink areas. Please use the paper towel dispensers located at all sink locations.

- We will increase the ventilation of our buildings. Please open screened-windows as often as possible (weather permitting) to promote air exchange.

- All meals will be served Obento style. This will allow you the option of flexible seating for meals (so you can spread out more or even eat outdoors if you wish) and will greatly minimize the handling of dining ware. When possible the dining room in the Annex building will also be made available for additional mealtime seating.

Please keep food to designating dining rooms or outdoor areas only. Additional garbage bins and bags will be provided. Thank you.

- Anti-viral alcohol based spray bottles will be made available for guest use. Kindly spray down all tables thoroughly after each meal. Please use the provided sanitizer to disinfect any surfaces you wish during your stay. Thank you.

- Common use water station cups will be stocked with paper rather than glass cups. Please use cups responsibly.

- The tea and coffee centres will be stocked with paper cups and one-use products (such as drip coffees, teas, sugar packets etc) rather than the typical glass jars, spoons, mug etc. One drip coffee per adult per night will be stocked prior to your arrival at the Centre. Coffee centres will only be stocked between groups. We thank you in advance for keeping these areas clean during your stay. Please feel free to bring extra items if you wish to drink coffee more frequently. Thank you.

- A full size refrigerator will be placed in the Main Hall dining room for group use during your stay with us. Please remove all items from the fridge prior to your departure. Any left over items will be disposed when the fridge is disinfected in between groups. Thank you.

- Please monitor guest health closely prior to your arrival at the Centre and throughout your stay. Whenever possible we will provide a guest room that is physically separated from other guests for you to use to house a guest who becomes sick during their stay. Please contact us for more details.