



EXTRAORDINARY AS USUAL

Everything has changed, but the best bit is,
you will not notice the difference

swissôtel NANKAI
OSAKA
スイスホテル南海大阪

The Swissôtel Nankai Osaka has implemented the global ALLSAFE program, developed and vetted specifically for Accor by Bureau Veritas, a recognized global leader in testing, inspections and investigations. In line with this program and the local government's regulations, the hotel has established stringent operational procedures and enhanced measures to ensure guests' and employees' safety.

GENERAL MEASURES

- ALLSAFE Officer – Overall in charge in ensuring compliance with the ALLSAFE label requirement within the hotel.
- Round-The-Clock ALLSAFE Officer(s) – Assigned officers available to assist with guest requests or queries 24/7.
- Osaka Prefecture COVID-19 Tracing System – Implementation of the Osaka COVID-19 Tracing System with dedicated QR codes for each area in the hotel – Atrium Lobby, Restaurants, Function Rooms, Wedding Chapels, Swiss Executive Club Lounge, and pürovel spa & sport.
- Information Monitoring – Staying up to date on changes to legislation to adapt newly implemented procedures, laws and technological developments.
- Sanitizing Stations – Hand sanitizing solutions are strategically placed in public areas, entrances of restaurants, facilities and function room floors.
- Safety Instructional Notices – Installation of virus prevention information with pictograms in public areas.
- Enhanced Cleaning – Increased frequency of cleaning and disinfecting with particular attention to high touch surfaces to include but not limited to hand rails, elevator buttons, and door knobs.
- Distanced Setup – Distancing measures observed and implemented particularly in high traffic areas of the hotel.
- Medical Service Assistance – List of local medical services available at the reception.
- Emergency Care – Medical kit available at reception for emergency care situations.
- Safety Kit – Guests provided with individual sanitizer, wipes and mask upon request.
- Thermal Screening System – Thermal Scanning Device installed at the Front Desk to measure physical temperature. Guests with fever above 37.5°C will be advised to follow necessary health and safety procedures.
- AXA Support Services – Strategic partnership of Accor and AXA to provide medical support and solutions to guests.

GUEST ROOMS

During check-in and check-out

- Service at a Distance – Maintaining appropriate distancing when serving guests while wearing masks.
- Sanitation and Hygiene Solutions – Hand sanitizing solutions strategically placed in the hotel, with individual safety kits available upon request at the reception.
- Enhanced Cleaning – Frequent sanitation of guest room keycards, writing materials, trays and other equipment on the counter, as well as other high touch area surfaces.
- Payment Handling – Usage of trays during payment transactions to avoid touch contamination. Contactless payment options available.
- Health Check Declaration Form – All guests checking-in are required to fill out a form declaring health-related symptoms, travel history and other information, in line with established preventive measures.

During your stay

- Enhanced Cleaning – Increased sanitizing and cleaning measures in place for each guest room, with particular focus on high touch equipment and surfaces such as door knobs and handles, buttons and switches, TV remote controllers, armrests, desk drawers, alarm clocks, telephones, tables, toilet seats and flushes, taps, hairdryers, dispensers and showerheads, kettles and mini bar fridge, drink machines, lamps and stands, luggage racks, room safe, peepholes, irons and hangers.
- Service at a Distance – Room services will be handled at the door to avoid hotel staff from entering the room, except for instances when room cleaning or maintenance may be required or requested.
- In Room Dining Service – Option to leave food trays outside the room for guest collection and option for used food trays to be left outside the room after calling to request for collection.

Upon check-out

- Contactless Check-Out – Contactless Express checkout available for payment via credit card or pre-arranged company chargeback.
- Enhanced Cleaning – Increased cleaning measures in place with more stringent procedures for high touch surfaces.
- Staff Handling – Thorough hand washing and disinfection procedures by Housekeeping Team before and after cleaning guest rooms.
- Room Handling – Leaving the room unoccupied with appropriate time interval in between stays, to avoid potential contamination from one person to the next.

GUEST SERVICES

- Luggage Handling – All guest luggage received at the Bell Desk are wiped with cleaning solution prior to storage.

RESTAURANTS

- Sanitizing Stations – All restaurants are equipped with hand sanitizers. Face masks are available upon request.
- HACCP Certification – The hotel is certified for HACCP, a globally recognized safety and hygiene certification.
- Accor Hotels Safe Food and Hygiene Standards – Implementation of standards in line with international safety requirements and alongside local food safety laws and regulations. The Hotel undertakes regular internal food safety checks.
- Safety Team – The Hotel employs professionals overlooking the food safety system in the hotel, with a Hygiene Champion overseeing and regulating all safety related requirements.
- Disinfection Measures – High touch surfaces are cleaned/disinfected three times during each meal period.
- Distanced Setup – Appropriate social distancing implemented in all common areas, along with distancing of table setup.
- Stringent Food Safety Procedures – Reinforced food safety measures with social distancing, coupled with new cleaning and disinfection procedures in the kitchen.
- Reduced Touch Offerings – Focused on individual food portions and menus minimizing touch contamination.
- Goods Delivery – Availability of hand sanitizers, single use gloves and masks required to be used by delivery workers. A mandatory temperature check is also required prior to entry.
- Food Supplier Audits – Regular audits of Purchasing Manager, Hygiene Manager and Executive Chef to ensure suppliers are compliant with the Hotel's food safety standards.
- Hygiene Equipment – Electric hand dryers have been replaced with towel dispensers in all wash rooms.
- Wash Room Upkeep – Increased wash room service in all guest facilities including actively sanitizing of touch points.

PÜROVEL SPA & SPORT

In line with the set of rules established by the Japan Fitness Association

- Operating hours are in place from 6:30 am to 22:00.
- All Users are required to fill out a Vitality questionnaire and undergo mandatory temperature check at the Reception Area.
- All Users are requested to sanitize their hands using supplies located in the Reception Area Sanitizing Station and while active in the Gym & Leisure facility.
- All Users are requested to log in to include contact details upon entry, for tracking and tracing purposes.
- Guests are advised to refrain from visiting pürovel spa & sport if they are experiencing the following:
 - (a) Colds
 - (b) Fever within the past 48 hours
 - (c) Fatigue or tiredness
 - (d) Cough, sputum or chest discomfort
 - (e) Disturbance in sense of taste and smell
 - (f) Close contact with people who are positive for COVID-19
- All pürovel spa & sport staff will be wearing masks. Guests are likewise recommended to do the same. Towels provided must be used between you and the bench surface of the equipment.
- All Users are advised to refrain from engaging in conversations while inside the facility. In the event that this cannot be avoided, users are encouraged to maintain proper distancing of at least 1 meter from the other person.
- Users are refrained from sharing items with others that have not been sterilized.
- Scheduled cleaning and sterilization of the facility is in place, to include but not limited to fitness machines, stretch mats, lockers, pool, dressing room, Japanese bath and sauna.
- Appropriate distancing of exercise machines is implemented.
- Assigning of lockers will observe appropriate distancing.
- Doors at the gym area and windows at the pool area will be kept open for ventilation.
- All users are requested to observe proper hygiene by washing their hands before and after use of the facilities.
- Group lessons and one on one stretching are temporarily suspended until further notice.
- Each area of the facility will also observe the following maximum capacity limits:
 - Gym – 16 persons | Japanese Bath – 6 persons | Sauna – 6 persons
 - Pool – 2 persons per swim/walk lane, grouping of no larger than family units
- No reservations can be made for the use of each area of the facility.
- In the event that the maximum capacity is reached in one area of the facility, arriving members and guests will be asked to wait in the reception area – first come, first entrance policy applies.
- During busy times (early morning & early evening), facility use is limited to 60 minutes to allow for others to enjoy the facilities. Staff may approach and request users to complete their session within a 15 minute time frame during busy session periods.

INITIATIVES FROM OUR TEAM MEMBERS

- Temperature Checks – Staff entrance with mandatory temperature check and log-in procedures prior to entry when reporting for duty.
- Staff Wellbeing – All staff members are provided with face masks and sanitizer solutions.
- Staff Protective Items – All work equipment and uniforms area cleaned daily and with greater depth.
- Staff Care & Train – All staff members are given comprehensive safety and hygiene training to include but not limited to preventive measures and actions, correct hand washing and hygiene maintenance, routines and procedures for cleaning.
- Staff Care & Reassure – Regular health checks are conducted for all staff members.
- Reinforced Cleaning – All work areas follow a cleaning schedule, with particular attention to high touch surfaces and equipment.
- Social Distancing – Work areas and staff leisure facilities observe appropriate distancing measures.