

CleanTravel with DMC Japan

–Traveling in the New Normal–

The health and safety of our guests is the highest priority for DMC Japan as it has always been. We have developed a guideline **CleanTravel with DMC Japan** to promote safe travel in the New Normal for our valued guests traveling in Japan.


To meet our objectives, we have carefully selected our partner suppliers – hotels, restaurants, coaches and cars, guides etc. – who meet the standards of **CleanTravel with DMC Japan**. They are all passionate to adopt new operations to their businesses and take industry-leading actions together with DMC Japan in order to decrease the risk of transmission of viruses.



This guideline is based on the instructions of the following authorities and industry associations and will continue to be updated according to the latest information.

- ✓ Ministry of Health, Labour and Welfare in Japan
- ✓ Japan Association of Travel Agents
- ✓ Japan Hotel Association
- ✓ Japan Private Railway Association
- ✓ Nihon Bus Association
- ✓ Japan Federation of Hire-Taxi Associations
- ✓ Japan Food Service Association



The Standards of CleanTravel with DMC Japan

Hotel



- ✓ Cleaning and sanitizing frequently in public areas including lobbies, elevators, lavatories, banquet rooms, restaurants, shops, etc.
- ✓ Guiding guests to maintain a safe distance from each other when check-in/out
- ✓ Providing hand sanitizer in public areas throughout the facility
- ✓ Extra cleaning and disinfecting high touch area in guest rooms including light switches, air conditioner switches, TV remote controller and door handles
- ✓ Reducing paper amenities like pads and guest directories in guest rooms
- ✓ Adequately ventilating guest rooms before guests' arrival
- ✓  DMC Japan will reserve guest rooms with windows for ventilation

- ✓  DMC Japan will provide a face mask a day for each guest
- ✓  DMC Japan will provide a sterilization sheet pack for each guest



Restaurants/Banquets/Food Beverage Services

- ✓ Sanitizing tables, chairs, counters, menus, etc. before each guests' use
- ✓ Frequently sanitizing commonly touched surfaces
- ✓ Providing hand sanitizer throughout the restaurant for both guests and employee use
- ✓ Arranging tables and chairs to be 1 to 2 meters in distance
- ✓ Removing salt, pepper and sugar (Please ask your server if you need some)
- ✓ Using new glasses for all refills
- ✓ Cleaning and disinfecting all ceramic and silverware after each use
- ✓ Suspending buffet-style food service and serving individually
- ✓  DMC Japan will reserve dining rooms with windows for ventilation
- ✓  DMC Japan will place special stickers on the sanitized tables

Coaches/Cars

- ✓ Cleaning and sanitizing seats in chartered coaches/cars
- ✓ Ventilating coaches/cars 5 minutes at each stop
- ✓  DMC Japan will place special stickers on the sanitized seats
- ✓  DMC Japan will provide a bottle of disinfection liquid for a coach

Guides

- ✓ Using tour guide receivers to maintain a safe distance between guests and the guide
- ✓  DMC Japan will have our guides to take antibody test for COVID-19 and confirm negative result before guests' arrival
- ✓  DMC Japan will provide health and safety education for our guides

Health Management of Employees (all suppliers)

- ✓ Monitoring daily body temperature of employees
- ✓ Wearing face masks
- ✓ Encouraging hand washing and use of hand-sanitizers
- ✓ Having them not work if they are ill or showing any symptoms

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