



We are delighted to welcome you to Shangri-La Tokyo.

We have been closely monitoring the COVID-19 situation and are following guidelines from the World Health Organization (WHO) and respective local health agencies.

For your well-being and added peace of mind, we have embraced a series of safety standards and precautionary measures, so you can feel totally at ease when visiting our hotel.

To learn more about our health and safety commitment and measures, visit shangri-la.com/cares.

In addition, at Shangri-La Tokyo, we have introduced additional measures to meet local health regulations, including:

- Guests temperatures will be recorded at all entry points per local regulations
- Guests are encouraged to wear masks at all times in the meeting room
- Hygiene amenities such as hand sanitizers will be available at reception and at other convenient locations in the Hotel
- Reinforced food safety standards and table service protocols where menus are revised to offer individually plated and bento boxes where relevant
- Meeting rooms seating capacity adjusted to be compliant with safe distancing guidelines recommended between 1m to 1.5m
- Increased frequency of cleaning and sanitation of all public areas, high touch surfaces and air handling units and fan coil units in the meeting rooms and common area of the Hotel
- Reducing allowable capacities in our elevators to a maximum of 4 people at any given time
- Signage and queue ropes to maintain safe physical recommended distance between 1m to 1.5m
- All AV equipment sanitized after every use, microphones sanitized between use
- For events with alcohol services, guests are strongly recommended to be fully vaccinated against COVID-19 and have proof of vaccination (Vaccination Certificate or Tokyo Vaccine App) and identification at events Registration Desk before entering the events venue as a precaution.

We are looking forward to welcoming you and making your event truly memorable. We remain at your service and can be reached [Ikuko Iijima \(ikuko.ijima@shangri-la.com\)](mailto:ikuko.ijima@shangri-la.com) or by phone at **+81 3 6739 7888**.

#shangrilacares

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