

May, 2020

The Kitano Hotels President's direction is to focus on the well-being and safety of our guests, staff and associates and that will continue to be our utmost priority. We are extremely grateful for the loyalty and tremendous support of our guests.

### COVID-19 Update

We are closely monitoring the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) statements regarding the novel coronavirus (COVID-19) cases and following guidelines from these agencies and the local health departments.

### Cancellation Policy

During these challenging times and ensuring that our guests experience flexibility, we have adopted the following policies:

For **EXISTING** reservations, including reservations with pre-paid rates, we will allow full changes or cancellations without a charge up to 72 hours prior to arrival, as long as the change or cancellation is made by June 15, 2020.

For **NEW** reservations, including reservations with pre-paid rates, from now until June 15, 2020, we will allow the reservation to be changed or cancelled at no charge up to 72 hours before the arrival date. This policy does not apply to group bookings. For questions on terms and conditions of group contracts, please contact The Kitano Hotel Sales Manager.

*Please note that changes to existing reservations will be subject to availability and rate.*

### Commitment

The Kitano Hotel New York "Cleanliness Protocol Team" is expert in hygiene, safety, and hotel operations. They have developed a new standard of cleanliness and behavior. The new Cleanliness Protocol is designed to enhance safety and minimize risk for our team and our guests. On checking in to The Kitano Hotel New York over the next few months, you will notice a number of changes in place to set an even higher standard of cleanliness for the Hotel.

Specific areas of focus include:



**Employees:** Every employee of The Kitano Hotel will be receiving one-on-one training on proper sanitation, cleaning procedures, and PPE usage.



**Public Area:** We will re-arrange furniture to allow more space for social distancing. Standing automatic hand sanitizer will be available for usage in our lobby.



**Guest Contact:** To reduce the risk of COVID-19 transmission through person-to-person contact, The Kitano Hotel will be using signage in the lobby near entrances, front desk, and elevator banks to remind guests to maintain social distancing protocols and to describe our touchless services. Floor markings will be posted to assist social distancing. Appropriate PPE will be worn by all employees.



**Guest Rooms:** To minimize contact with guests while cleaning hotel rooms, guests will be able to schedule their room cleaning with our Housekeeping team during their stay. Air filters in every room will also be replaced frequently to have fresh air exchanged within the rooms. Reusable amenities will be removed *temporarily* from rooms until further notice. Please contact our Front Desk for any assistance.



**Restaurants and Bars:** Staff and managers are trained in safety standards guidelines in food preparation and service practices including hygiene and disinfecting practices. There will be reduced seating to allow social distancing between one guest to another.



**Room Service:** Items will be specially packaged and delivered right to the door without contact. All mini-bar items will be available upon request.



**Limousine Usage:** We ask guests utilizing the hotel's car service to ride with no more than two guests in a Sedan and no more than four people in an SUV. We also ask not to ride in the front passenger seat to reduce the risk for our drivers.

We highly appreciate your cooperation with The Kitano Hotel New York's practices. For questions or concerns, please don't hesitate to contact us at (212)-885-7000 or e-mail us at [zzahran@kitano.com](mailto:zzahran@kitano.com).

Thank you.

The Kitano Hotel Management Team



The Kitano Hotel New York

