

## Notification

### Oriental Hotel Tokyo bay has temporary closure.

In response to the Japanese government's requests for self-restraint and distancing to prevent the spread of Coronavirus (COVID-19), we have made a difficult decision to temporarily close the Oriental Hotel Tokyo bay for the time being. We apologize for any inconvenience this may cause you, but the safety and health of our valued guests and employees are our utmost importance. The latest information on the reopening date will be announced on this website. We sincerely appreciate your kind understanding and cooperation.

#### ■ Cancellations for Reservations

We will contact guests with existing reservations individually to inform of the hotel closure. For reservations of stays until Sunday, May 31<sup>st</sup>, 2020, including reservations with restrictions such as non-changeable, you can change or cancel your reservations until 24 hours prior to your scheduled arrival date without cancellation fee or penalty as stipulated in the terms and conditions.

#### ◆ Stays

##### 1. Reservations through the hotel official website or by telephone

In the unlikely event that we were unable to contact you, we will cancel your reservations accordingly. No cancelling action will be required by guests.

##### 2. Travel agency

We have already informed travel agencies of the hotel closure. For cancellations, please contact your travel agent directly. We sincerely apologize for inconvenience.

##### 3. Online travel agencies (Expedia, Booking.com, etc.)

We have already informed travel agencies of the hotel closure. For cancellation, please complete your cancellation on the website you booked through. We sincerely apologize for inconvenience.

#### ◆ Restaurants

We will contact representatives of your reservations. In the unlikely event that we were unable to contact you, we will cancel your reservations accordingly.

◆ **Weddings and banquets**

We will contact representatives of your weddings and banquets scheduled in the period of hotel closure.

**Contacts**

Contacts during the hotel closure: +81 (47)350-8111

Reception time: 10:00 to 17:00

Our employees are committed to taking actions to prevent the spread of Coronavirus. We sincerely pray for your safety and the end of this unprecedented situation, and hope to welcome you all soon.

Sincerely,

General Manager