

## KAKKOPALOOK

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### For All Customers Participating in Us

Right now, we are trying our best to greet customers under a clean and sanitary environment to make our customers feel relieved and comfortable.

Because of that, we are begging you customers' understanding and cooperation like the items below.

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### Requests to Our Dear Customers

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- ( 1 ) To prevent the spread of infection of the COVID-19, and in order not to make other customers worry. Please wear masks on the bus.
- ( 2 ) Please allow us to check your body temperature before you get on the bus.
- ( 3 ) On the case that if you aren't wearing a mask, or your body temperature is higher than 37.5°C, or you are not feeling good about your condition, I'm sorry that your boarding may be refused and even on that case, the cancellation charge happens as usual.
- ( 4 ) Please don't talk in a big voice and don't drink on the bus.

Please Cooperate with Us to Restrain the Infection of COVID-19.

※ Infants and customers that who have rational reasons will be allowed boarding without a mask.

※ At some facilities where we make a brief stop, mask check and temperature measurements are also being carried out at this time, you may be not allowed to enter if you have a fever that time. Even on that case, your charge is not refundable. We are begging your understanding.

※ Depending on the trend of the infection statue, Considering passengers' safety and to make our tours go smoothly, it is possible that we may call off the tours even just before departure if we judge that there is any risk showing it is not appropriate to depart.

※ We beg your cooperation to listen to the instructions of the crew member and the tour guide assistant during the tour.

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## Our Company's Basic Way of Thinking and Efforts on COVID-19

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To provide the sanitary and clean environment to our customers all the times, our way of thinking is the five points below.

- ( 1 ) We are trying our best to make the boarding reception and the interior of the bus sanitary and clean all the times.
- ( 2 ) We all crew members and tour assistants wear masks when we approach customers in any place.
- ( 3 ) We are cleaning every bus every time after the service.
- ( 4 ) We ventilate the service bus for five minutes to keep the air in the bus fresh and clean by the bus air condition system.
- ( 5 ) About the seats, we have reduced the capacity to about 80% to make sure customers can be in safe social distance, and we are providing the course and tour schedule that allows one person to use two seats at the same time.

Please check the official site of us for more information.

<https://www.kakopal.com/>