

January 4, 2023

GUEST ADVISORY

Dear Valued Guests,

Thank you very much for your interest in ANA Intercontinental Ishigaki Resort.

On the evening of January 2nd and early morning of the 3rd, a regrettable incident occurred twice at the local cleaning company responsible for supplying bedding and towels to our resort. This unforeseen occurrence has severely impacted accommodations in Ishigaki City and throughout the Yaeyama Islands, endangering the travel experiences of visitors. The Ishigaki City Tourism Association has released the following statement for all travelers in light of this devastating incident, which we wish to extend to you.

To accommodation users,

A Happy New Year to you. We want to express our deepest gratitude for your visits to Ishigaki City and the Yaeyama Islands.

Late on January 2nd into the early hours of January 3rd, a fire occurred at a local cleaning factory that handles laundry for numerous hotels, restaurants, and similar establishments in the city. This company is responsible for cleaning business-grade bed sheets, towels, and more.

For accommodation uses, we humbly request that, for the time being, you limit the exchange of bed sheets and towels. Your cooperation will significantly ease the burden on accommodations and other cleaning services. We kindly ask for your understanding and cooperation in this matter.

January 3rd, Reiwa 6
Ishigaki City Tourism Association

We earnestly seek the cooperation of all our resort guests. Please see the following for your kind attention:

- **Room cleaning**
Starting from Friday, January 5th, the bedding will be changed every two days, and towel exchanges will be kept to a minimum. Room cleaning, waste collection, amenity replenishment, and other services will continue as usual.
- **Use of towels at the poolside**
Please minimize the number of towels used that are provided at the poolside.
- **Laundromat**
As the capacity is limited, please promptly remove your clothes from the machines once the cycle has finished for the next guests. Also kindly note that unclaimed items will be kept in our care during busy times.
- **Laundry services**
Operating as usual

While we deeply regret any inconvenience caused during the stay of our resort guests, we humbly request your understanding and cooperation. We pledge our utmost flexibility to accommodate requests such as bedding replacements or additional towels. Please do not hesitate to contact us should you have any questions.

Sincerely yours,

Yuh Akima
General Manager