

July 2018

Keio Plaza Hotel Tokyo Renovates Universal Design Guests Rooms**-10 Rooms Renovated, and 3 Luxury Type Rooms Newly Opened in December**

TOKYO - [Keio Plaza Hotel Tokyo](#) (KPH), one of Japan's most prestigious international hotels located in Shinjuku, Tokyo, will begin renovation of its ten universal design guest rooms (35.5 square meters) on the 30th floor of our Hotel from the middle of July 2018, and add three new luxury type universal design rooms, including two 47.0 square meter and one 67.4 square meter rooms, bringing the total number of universal design rooms to 13 to be reopened in the middle of December 2018. A total of JPY400 million will be spent on the renovation of these 13 universal design rooms and four other general guest rooms, also on the 30th floor, to raise their design and functionality as part of our Hotel's long track record of industry leading efforts to provide easier access to a wide range of customers.

Our [current universal design guest rooms](#) were created in 2002 and their increased ease of access and greater functionality have been favorably received by a large number of various guests during the past 16 years. The current round of renovations is part of the Keio Plaza Hotel Tokyo's policy of offering higher levels of satisfaction to customers with varying medical and other special needs who also seek elegant accommodations at our Hotel. Also, the renovations will expand the size of bathrooms and add new furniture with greater functionality, while maintaining the basic functionality concepts of "adjustable" and "adaptable", which have been favorably received. At the same time, special lighting systems will be created for guests with visual impairments and other special features will be created for guests with hearing impairments.

The three new luxury type universal design rooms will be added, including two 47.0 square meter and one 67.4 square meter rooms, to increase the flexibility of accommodation options for our guests. These three new rooms will have the same functionality as the other standard universal design rooms, with the two 47.0 square meter rooms having the additional feature of separated wash basin and bathroom, and the 67.4 square meter room having separate wash basin, bath and shower, and toilet facilities.

The Keio Plaza Hotel Tokyo has led the hotel industry with its various efforts to provide guests with universal design facilities and services since participating in the 1988 World Congress of Rehabilitation International. In addition to providing universal design facilities including toilets specifically designed to accommodate assistance dogs, our specially trained Hotel staff have provided services catering to the special needs of our special needs guests to make their stays with us more enjoyable and comforting. The renovations to our universal design rooms are designed to provide our guests with comfortable stays at our Hotel and are based upon the opinions and suggestions of our special needs guests and include rapidly evolving technologies and services in the realm of universal design.

<Universal Design and Service Promotion History>

- 1988: 15 barrier free universal rooms created
- 1996: Rooms equipped with communication equipment with special vibrating and lighting functions
- 1999: Installed LCD display door scopes and audio information talking sign systems
Section regarding barrier free functions added to employee handbook
- 2002: 10 [universal design rooms](#) created,
Created a project entitled "Birds Eye" for promotion of universal design and service
- 2003: Established a universal design public restroom on the 2nd floor of the Main Tower
- 2004: Started installation of magnetic loop system for a hearing aid in our banquet rooms
- 2007: Established toilet facility specially for assistance dogs
- 2013: Universal Manner Certification for staff started (264 staff certified as of April 2018)
- 2013: Became official hotel of Japanese Para-Sports Association
- 2015: Started offering special wedding plans with barrier free options
- 2016: Established Universal design toilets facilitated for employees
Installed [speech-to-text transcription system](#) introduced for first time by Japanese hotel, and began offering remote sign language interpretation service
- 2017: Received "Sustainability Award" in Universal Manner Award Ceremonies

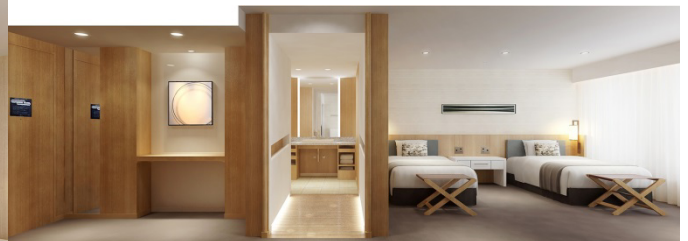
■ Renovated Universal Design Room (35.5 m²)



■ New Luxury Type Universal Design Room (47.0 m²)



■ New Luxury Type Universal Design Room (67.4 m²)



*Actual rooms may differ slightly from the images portrayed above.

Keio Plaza Hotel New Universal Design Rooms

- Rooms: 10 rooms (35.5 m²), 2 rooms (47.0 m²), 1 room (67.4 m²)
- Basic Design: Nihon Sekkei Inc. ■ Final Design: Keio Construction Co., Ltd.
- Construction: Keio Construction Co., Ltd., Kajima Corporation
- Operating Companies: Keio Plaza Hotel Co., Ltd., Keio Corporation
- Expected Reservation Start: September 1 (Saturday), 2018
- Expected Service Start: Mid-December 2018

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