

Guest Services Directory

Safety and Security Policies



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1. Safety and Security

Aman Tokyo is constructed in accordance with strict statutory regulations and is equipped with the most advanced emergency surveillance and detection systems. Nevertheless, please do take a moment to identify the fire exits on your guest room floor and check the exit plan located inside your room on the guest room door. Since emergency exits will become difficult to identify in thick smoke, it is recommended that you observe the following:

- Check access routes to two emergency exits.
- Check the location of the fire extinguishers/fire hydrant and fire alarms in the corridor.

2. In case of Fire

- Operate the nearest fire alarm call point located in the corridor.
- Report the location of fire using the house phone located in front of the elevators or the telephone extension “Emergency” in your room.
- Leave the building immediately. Take the nearest emergency staircase and do not use elevators.
- Close all doors if you are not able to leave the room.
- On the condition that the fire does not place you in any danger, your cooperation to fire extinguishing activities is appreciated but not compulsory.

3. Evacuation Procedures in case of Fire

- Take your room key, a hand towel to cover your nose and mouth, and move cautiously.
- Check if the door and/or door handle is hot. Do not attempt to open if the door and/or the door handle feels hot. If it is not hot, open carefully. Always be aware of possible fires or smoke nearby.
- Position yourself as low as possible in the event of smoke in the corridors. Crawling on hands and knees may be necessary.
- Proceed to the nearest emergency exit. Do not use elevators.
- If your exit is blocked, wait for rescue.

4. Guests who require personal assistance

- Call Extension: Emergency or Reception
- Most fatalities occur from smoke inhalation and not from the fire itself. Always stay low in the event of smoke
- Please do not use the elevator and use the emergency staircase

5. In the event that you cannot exit your room

- Shut all doors
- Do not panic. You will protect yourself from the fire in your room
- Turn off the air-conditioning
- Fill the bathtub with water
- Call Extension: Emergency, the Operator and advise us of your state
- Stuff wet towels and sheets around door and seal the air vents
- Raise all curtain blinds

6. If a Fire starts in your guest room

- Evacuate your room immediately
- Close the door securely behind you
- Activate a fire alarm and notify your neighbours
- Call the Operator using the house phone located in front of the elevators and evacuate to a safe area
- Please do not use the elevator and use the emergency staircase

7. Security

In order to ensure your safety and security, rounds by security officers are conducted on a regular basis and CCTV cameras are installed in the hotel's public areas. Additionally, we recommend the below precautions to be taken by each of our valued guests.

- Always use the peephole to check visitors before opening the door.
- Please lock your door with the dead bolt before retiring to your bed.
- In the event of a suspicious person in the corridor, immediately call extension: Emergency or Reception.

8. Visitors

Please refrain from inviting outside visitors to your guest room after 10pm, and meet outside visitors in the lobby.

If visitor wish to stay in guest rooms after 10pm, you will be asked to register at Front Reception desk on 33rd floor

9. Valuables

The hotel is not responsible for loss, theft, destruction, or other damage to valuables in the room. For safe deposit boxes, please visit Front Reception located on 33rd floor.

10. Important Notice

Information contained in this directory is based upon the highest and most reliable sources at present; however, the hotel is not in a position to warrant or guarantee the absolute correctness or sufficiency of any of the contents herein.

In the event of unique or exceptional conditions and circumstances, the safety measures contained in this publication may not serve as highly effective.