

## 【Important Notice】

# Measure Against Coronavirus Disease

Announced on April 8th, 2020

Thank you for always using Soup Stock Tokyo. Amid the current situation surrounding infectious “Coronavirus Disease (COVID-19)”, we are informing you about what we can do and are going to do against this as described below.

## What we can do

### ●Temporal Store Closure

In response to the Japan Prime Minister, Shinzo Abe, has declared state of emergency on April 7th for Tokyo, Kanagawa, Chiba and Saitama, as well as Osaka, Hyogo and Fukuoka prefectures, Soup Stock Tokyo branches in these areas has temporarily closed during the specified period. This measure is to prevent further spread of the virus by limiting our economic activity. As to the other branches that don't locate in the area, we will follow sby request from each city. Please check out more on our website.

### ●We are offering meal for half price to children below junior high school age.

\*UPDATED



Due to simultaneous closing of all schools, many families are having meal at home more often. To support children and families affected by this crisis, we are providing meal for half price to children below junior high school age at applicable Soup Stock Tokyo stores (\*). The details are as follows ;

- ▼ Period : From March 15 (Sunday), 2020 to ~~March 31 (Tuesday), 2020~~ \*Extend to April 12 (Sunday), 2020 \*extend
- ▼ Applicable stores(\*) : All restaurant type stores, Iedetaberu Soup Stock Tokyo Futakotamagawa Tokyu Food Show Store/Osaka Takashimaya Store (Dine-in/take out available) / Nishinomiya Hankyu Store/Hakata Hankyu Store (Only take out is available)
- ▼ Points of attention : Applicable for both dine-in and take out / Only applicable for restaurant products, not for frozen soup / it can be used for single soup item.  
\*However, not applicable to add points on official app or point card
- ▼ ID check for eligibility : \*ID check not required
  - Customer below elementary school age : Please inform that you are of below elementary school age
  - Customer above junior high school age : Please show certificate that can identify your age at cash register (student ID card, etc.)

● We will start shipping-free sets/products in our official online shop \*FINISHED



Hoping that our soup can help daily meal preparation, we start shipping-free products in our official online shop. \*please go to the website that has language widget at left bottom of the page.

Official online shop

▼ Period : March 13 (Friday) noon , 2020 ~ ~~March 31 (Tuesday), 2020~~ \*Extend to April 12 (Sunday), 2020

▼ List of applicable sets / products:

<https://ec.soup-stock-tokyo.com/store/info/page/home>

✓ Set of 8 soups of your choice

Ordinary price 5,400yen (Tax included) → 4,600yen

✓ Soup and curry set of your choice

Ordinary price 5,480yen (Tax included) → 4,680yen

✓ Set of 20 soups (20 soups)

Ordinary price 11,700yen (Tax included) → 10,900yen

✓ Bulk purchase set

Ordinary price 22,000yen (Tax included) → 21,200yen

▼ Points of attention.

The offer does not apply to sets / single unit product that are not listed in the above / the service is limited to our official online shop

● 10% discount for those who purchase frozen soup set at store. \*FINISHED

We are offering frozen soup set with 10% discount, limited at our stores available for frozen soup.

Since it comes in microwavable package, you can enjoy it at home with no hassle.



▼ Period : March 9 (Friday), 2020 ~ ~~March 31 (Tuesday), 2020~~ \*Extend to April 12 (Sunday), 2020

▼ Applicable set : Set of 6 soups / Set of 8 soups / Set of 10 soups / Spring soup set (limited to Iedetaberu Soup Stock Tokyo)  
/ Set of 5 soups (comes with lunch bag, limited to Iedetaberu Soup Stock Tokyo)

▼ Points of attention :

The offer does not apply to set / single unit product that are not listed in the above. / Items of package cannot be changed / The campaign only applies to stores that sells frozen soup (Excludes some stores and online shop)

Furthermore, we are giving away free cooler bag if your purchase is more than 3,000 yen (tax included), \*extend

And free cooler bag and free 1 package of 180g frozen soup of your choice if your purchase is more than 5,000yen (tax included).

## ●We are disclosing recipes in our recipe book on Web for a limited period

\* UPDATED



We have been creating recipes so that people can casually enjoy the quality of taste served in our restaurant at home. Among the recipes in our official book, we have been disclosing some of them for a limited period. (In Japanese) We are also currently disclosing arranged recipes using frozen soup on our official Instagram account.

▼ Period : From March 6 (Friday), 2020 to March 31 (Tuesday), 2020\*extend

▼ Please refer to the below link for special page

<https://www.soup-stock-tokyo.com/story/recipeforyou/>

### ●Staffs are wearing masks.

Staffs are allowed to wear masks in consideration of health and safety of customer and staff.

Due to supply shortage of masks, staff may be wearing masks with colors and patterns. We kindly ask for your understanding in advance.

### ●There may be cases where business hours will be changed, closed, and menu will be changed.

Please note that business hours are already changed and business is already closed at some stores. For details, please refer to store list page.

<https://www.soup-stock-tokyo.com/store/>

### ●We are giving intense effort to further improve sanitation management of stores.

We are making further efforts to strengthen the sanitation management being implemented on daily basis, such as checking the physical condition of staff during work, making sure staff are washing their hands properly, setting up alcohol disinfection agent for customers, alcohol disinfection agent installed/equipped inside store, and periodic ventilation.

### ●A discount by bringing my bottle, soup jar and equivalent items is of no service for a while, from both staffs and customer hygiene safety. \*updated

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Under the present circumstance where things are changing rapidly, by taking measures to the best of our ability, we are committed to providing a service that can improve people's daily lives in every small possible ways. If there is a change in the above implementation period and other matters, we will notify you via this page, various SNS, and store posting. We once again ask for your kind understanding and cooperation.

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#### Inquiry information

##### Soup Stock Tokyo Customer Support Center

• Toll-free number 0120-961-573

※Reception hours: 10 am to 6 pm (excluding Saturday/Sunday/holiday/new year's holiday)

##### Soup Stock Tokyo Public Relations

• Tel.03-5724-8523