

PRINCE PROMISE

Ensuring your health, safety, and comfort.



PRINCE
WAIKIKI

PRINCE PROMISE

Caring for our guests and providing exceptional service has always been our priority at Prince Resorts Hawaii. While the recent COVID-19 pandemic has changed the world and how business is conducted, we remain positive and look forward to welcoming all of our guests with a commitment to ensure their health, safety and comfort.

We have further enhanced our cleaning guidelines which was carefully put together and implemented following the recommendations by the Centers for Disease Control and Prevention (CDC) and the Hawaii Lodging and Tourism Association (HLTA). These procedures and guidelines may change and evolve over time to reflect new government guidance and expectations. Please visit each of our hotels' websites for the latest updates.



ENHANCED SANITIZATION/TECHNOLOGY

- Hand sanitizer stations have been placed in various areas throughout the hotels.
- Electrostatic sprays will be used to disinfect public areas throughout the day.
- Touchless fixtures have been installed in public area restrooms to minimize physical contact.
- Sanitation and disinfectant materials meeting the highest industry standards will be used throughout the hotels.



PHYSICAL DISTANCING

- Physical distancing policies will be in place encouraging both guests and employees to stand 6 feet apart throughout the hotels.
- Visible indicators have been placed throughout the hotels to assist in maintaining proper spacing and flow.
- Capacities in public areas and restaurants have been re-defined and configured to allow for appropriate spacing.
- Physical barriers will be placed where appropriate as additional protection between guests and employees.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Employees will be required to wear approved PPE based on the job responsibilities and in accordance with state guidelines.
- Guests will be required to wear a mask in public areas throughout their stay.



SIGNAGE

- Informational signage has been placed throughout the hotel communicating physical distancing protocols, best health and safety standards and instructions for guests who are not feeling well.

Employee Training



TRAINING

- All employees are required to complete a comprehensive COVID-19 pandemic training including safety protocols for PPE, handwashing, cleaning and physical distancing guidelines.

WORK AREA

- Sanitation guidelines have been established for all work areas and appropriate cleaning/disinfecting supplies will be provided.
- Frequent cleaning and sanitation on high touch surfaces will be conducted throughout the day.
- Signage communicating physical distancing, best health/safety practices and instructions on employees who are not feeling well have been placed throughout the back of house areas.

POLICIES

- Employees with COVID-19 symptoms or those who have had recent exposure to someone with COVID-19 related symptoms will be required to stay home.
- All employees will be required to follow new sanitation, safety and physical distancing guidelines.

WELLNESS/SAFETY

- All employees will be required to check in with the hotel security upon arrival and pass a prescreening/temperature check process before the start of their shift.
- Employees will be provided and required to use the appropriate PPE and supplies to ensure the safety of themselves as well as hotel guests.

Guest Experience



ARRIVAL

- Lobby employees will provide an enhanced arrival experience including escorted guidance to the front desk/other desired locations throughout the hotel while maintaining physical distancing.
- A welcome amenity including hand sanitizer and single use disposable masks will be provided upon arrival at check in for guests to use throughout their stay.
- Physical barriers have been implemented at the front desk and concierge.
- Self-swipe credit card readers will be used to assist in contactless check-in.
- Luggage assistance will be provided and bell carts will be disinfected before and after each use.
- Self or valet parking options will be available.

DEPARTURE

- In-room express check out service will be available to provide an expedited and contactless departure experience.

UNWELL GUEST RESPONSE

- Guests who are feeling unwell will be asked to communicate with a hotel employee immediately.
- Potential COVID-19 cases will be asked to follow guidelines set forth by the CDC, HLTA and Hawaii State Department of Health.



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Hotel Facilities



GUESTROOMS

- To minimize contact, rooms will be serviced every three days during designated times when guests are not occupying the room.
- Turndown service will be available upon request.
- Rooms will be cleaned using the highest standard of disinfecting supplies and with an emphasis on high touch items.

PUBLIC AREAS

- To maintain physical distancing protocol, guests will be encouraged to share elevator space with travel companions only.
- Approved sanitation procedures and increased frequency of cleaning and disinfecting all high touch points in public areas will be conducted a minimum of once per hour in all public areas including the lobby, pool and fitness center.
- Electrostatic sprays will be used to disinfect public areas throughout the day including the lobby, restaurant, banquet spaces, and pool deck.
- Hand sanitization stations will be available throughout the public areas of the hotel.



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Hotel Facilities



POOL

- Pool furniture has been placed 6 feet apart to allow for physical distancing.
- Informational signage communicating physical distancing guidelines will be placed throughout the pool area.
- Guests will be welcomed and escorted to their desired location on the pool deck area upon arrival.
- Alternative beverage options will be served to minimize high touch water station use.
- Cabana rental will be offered once per day.
- Pool furniture will be cleaned and sanitized following approved protocols after each guest use.

FITNESS CENTER

- All equipment and surfaces will be sanitized with approved solutions and protocols with an increased frequency of a minimum of once per hour.



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Food & Beverage



100 SAILS RESTAURANT & BAR

- Physical barriers will be placed at the Hostess Desk to provide physical distancing between employees and guests.
- Dining room capacity will adhere to state guidelines and furniture will be spaced 6 feet apart.
- Temperature check will be required upon arrival.
- Guest are required to wear a mask except when eating or drinking.
- Ala Carte menu service as well as take out options will be available.

IN-ROOM DINING

- Traditional in-room dining or take out service options will be offered.
- Delivery of in-room dining service will be available in disposable packaging with contactless delivery protocols.

HINANA BAR

- Physical barriers will be placed at the bar to provide physical distancing between employees and guests.

CLUB LOUNGE

- Guest will be offered a menu of featured food and beverage items that will be served by an employee.
- Club Lounge furniture will be placed 6 feet apart to allow for physical distancing between guests.

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Relaxation & Wellness



NAIO BLISS

- All contact surfaces, tools and equipment will be disinfected and sanitized following CDC recommendations using EPA registered products in accordance with industry standards.
- PPE requirements for guests and employees will be followed in accordance with training and licensure.
- Appointment times will be coordinated to minimize overlap and maximize time between guests to properly sanitize and disinfect treatment areas.
- Training and certification on industry cleaning, disinfection and sanitization will be provided for all staff.



Meetings & Events



- Electronic sales kits and virtual site inspections/meetings will be provided as an option upon request.
- Floor plans and capacities will evolve and align with state and federal guidelines ensuring physical distancing protocols.
- New banquet service options requiring employees to service guests while maintaining physical distancing will be available.
- Additional banquet menu options have been added to incorporate more individually packaged food and beverage offerings. Using sustainable to-go ware whenever possible with both packaging, cups, and one-time use utensils. Properly laundered cloth napkin rollups also available upon request.
- Informational signage communicating physical distancing protocols will be provided in meeting space. Physical barriers will be thoughtfully placed throughout all event setups.
- Hand sanitization stations will be placed at the entry of occupied meeting rooms.
- Electrostatic sprayer technology will be used in meeting areas.



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Hawaii Prince Golf Club



GOLF OPERATIONS

- Physical distancing policies will be in place encouraging golfers and employees to maintain 6 feet of physical distancing.
- Golfers will be required to wear a mask in the pro shop and club house.
- Tee times are scheduled in 10-minute intervals.
- One golf cart will be issued per two persons. Shared carts are allowed regardless of household or living unit affiliation.
- The driving range, putting, chipping greens and practice bunker are restricted to 10 people or fewer.
- Golfers who request a single cart must identify with the CDC's criteria of older adults and people of any age who have serious underlying medical conditions.
- Flagsticks on holes should not be touched or removed.
- Golf carts will be cleaned and sanitized following each use.

BIRD OF PARADISE

- Physical distancing barriers and policies will be in place encouraging guests and employees to stay 6 feet apart.
- Guests are required to wear a mask unless they are eating.
- Dining room capacity will adhere to state guidelines and furniture will be spaced 6 feet apart.
- Restaurant furniture will be cleaned and sanitized after each use.



PLEASE VISIT [PRINCEWAIKIKI.COM/PRINCEPROMISE](https://princewaikiki.com/princepromise)
FOR THE MOST UP-TO-DATE INFORMATION ON OUR POLICIES.

