



**Keeping our  
Guests, Colleagues and Community  
~ ALL Safe and Well ~**

*Fairmont*

KEA LANI  
MAUI





## **OUR KULEANA – HO’OKIPA**

### OVERVIEW OF OUR ENHANCED PROTOCOLS

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- ALL Safe Ambassador(s) oversees the adherence to the ALL Safe and Well program with ongoing audits, training and sharing of best practices
- Physical distancing
- Hand hygiene, including proper handwashing & hand sanitizer stations
- Mandatory screening for all guests, employees, vendors, partners and leaseholders, including a temperature check
- Masks provided to all guests and worn by all employees
- Increased cleaning & disinfecting frequency, with continued use of EPA-registered disinfecting chemicals, proven effective in preventing the transmission of COVID-19
- COVID-19 awareness, education & training
- Formal cleaning & disinfecting audit program





## OUR KULEANA – HO’OKIPA

### ALL SAFE AND WELL

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- At each touchpoint along the guest journey, extensive measures are being taken to protect our guests and employees, and aid in preventing the spread of COVID-19.
- The COVID-19 pandemic demands that we elevate our already high standards of hygiene and cleanliness even further; therefore, ACCOR (Fairmont’s parent company) has launched the ALLSAFE label, which represents some of the most stringent cleaning standards & operational procedures in the hospitality industry.
- All protocols have been developed following the guidance of the WHO, CDC & PHAC, AHLA & USTA, and local health and government authorities, and have been validated by our expert advisory partners for maximum efficacy.
- Enhanced hands-on training, dedicated on-property rollout committees and a formal audit program ensure initial and continued compliance.
- More information on ALL Safe and Well program available @ [www.AllSafeandWell.com](http://www.AllSafeandWell.com)





## EXPERT ADVISORS & GLOBAL PROGRAMS

### ALL SAFE AND WELL

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- **ALL SAFE AND WELL** was designed through partnerships with top experts, investing in research, new standards of safety, enhanced protocols and procedures which will address our new reality of preventing the spread of COVID-19.
- **Dr. Amesh Adalja** - Senior Scholar at the *Johns Hopkins University Center for Health Security* & spokesman for the Infectious Diseases Society of America
- Ruth Petran, Ph.D., CFS - Senior Corporate Scientist, Food Safety and Public Health, Ecolab
- Ben Conway, MSTM - Principal Technical Account Specialist, Research Development & Engineering, Ecolab
- Andrea Torrance - Sr VP, Guest Experience, Accor North & Central America
- Brett Patterson - Sr VP, Food & Beverage, Accor North & Central America
- Kim Van Pelt - Sr VP, Talent & Culture, Accor North & Central America
- **ALLSAFE label** - represents some of the most stringent cleaning standards & operational procedures in the hospitality industry.
- **AXA**, a global leader in insurance, offers medical support to guests across the 5,000 Accor hotels worldwide.



DR. ADALJA, JOHNS HOPKINS



ENHANCED PROTOCOLS  
**COLLEAGUE JOURNEY**

## COLLEAGUES

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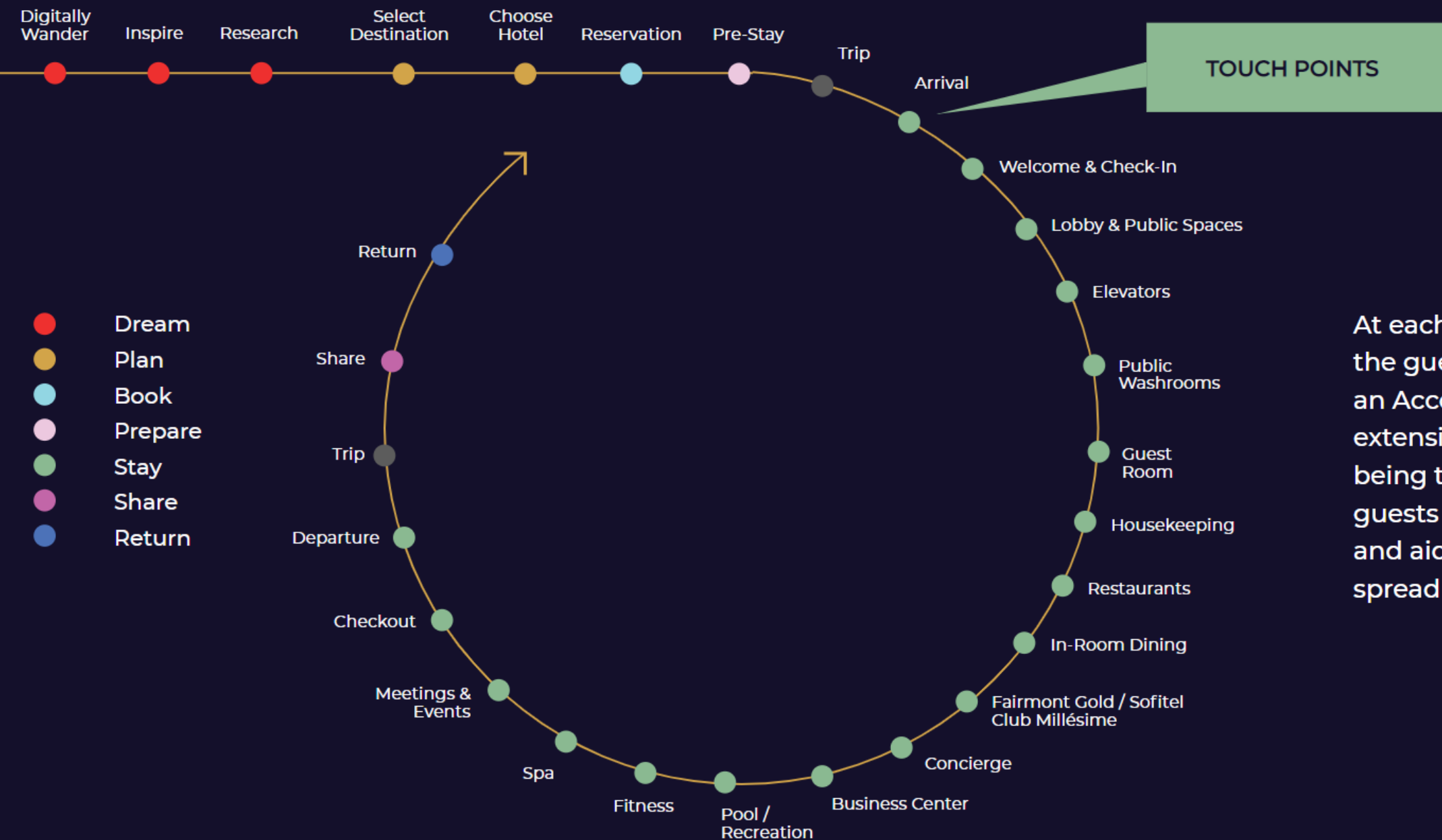
- Mandatory screening for all employees upon arrival daily, which includes a temperature check
- Appropriate face coverings worn by all employees
- Gloves worn as needed by department
- Hand sanitizer dispensers at entrance and throughout all work spaces and employee common areas
- Physical distancing observed in all employee areas, including dining areas and in hotel communication sessions
- Temporarily closed heart of house areas where physical distancing is not conducive
- Adjusted shift start times to promote physical distancing of employees
- No self-service or buffet in employee dining areas
- Increased frequency of cleaning and disinfection in all common areas, i.e. cafeteria, locker room, washrooms, etc. with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- COVID-19 related training and retooling provided to all employees
- Signage and markers communicating physical distancing protocols throughout employee areas





ENHANCED PROTOCOLS  
**GUEST JOURNEY**





At each touchpoint along the guest journey through an Accor property, extensive measures are being taken to protect our guests and employees, and aid in preventing the spread of COVID-19.



## **GUEST JOURNEY**

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### **PRE-STAY**

- Via pre-arrival communications, we are asking guests to self-identify if they belong to a risk group for COVID-19; if yes, we ask that they postpone their travels until the risk period has passed, in order to help us ensure the wellbeing of all our guests and employees
- Each guest will receive communication from the hotel prior to arrival providing additional information on arrival process, online check-in, hotel services & amenities, fast checkout, and more
- Guests encouraged to use pre-arrival communications to reduce contact upon arrival

### **ARRIVAL**

- Gloves and masks for bell persons
- Increased frequency of bell cart cleaning & disinfecting
- Hard-case guest luggage disinfected and/or disinfecting wipes made available to guests

### **WELCOME & CHECK-IN**

- Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival
- Welcome greeter manages queues to promote physical distancing
- Mandatory screening for all guests, including a temperature check
- Adjustments to front desk to promote physical distancing (i.e. plexiglass partitions)
- Shift to low-touch payment
- Guestroom keys disinfected
- Guests encouraged to download Staytus App to enhance resort's contactless experience
- Welcome communication outlining cleaning procedures, amenities available upon request, and protocols in public spaces

### **LOBBY & PUBLIC SPACES**

- Hand sanitizer stations in key areas throughout hotel
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points
- Cleaning time sheets displayed
- Removal of coffee & water station; bottled water available from front desk
- Lobby seating area rearranged to facilitate physical distancing
- Signage and markers communicating physical distancing protocols in public spaces



## **GUEST JOURNEY cont.**

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### **ELEVATORS**

- Signage to indicate maximum occupancy to promote physical distancing
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Hand sanitizer available in elevator foyers

### **PUBLIC WASHROOMS**

- Antibacterial soap
- Hand sanitizer stations located outside washrooms
- High-touch disinfecting every hour with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Cleaning time sheets displayed via QR code

### **CONCIERGE**

- Distance maintained during all interactions via signage and plexiglass partitions
- Use of digital confirmations and communication, where possible
- Communication with preferred partners to ensure consistency of cleaning and safety procedures

### **GUEST ROOM**

- Avoid assigning connecting rooms to parties not traveling together, whenever possible
- Dedicated floors and self-isolation procedures assigned to guests who display a higher temperature at the time of screening
- “Wellness kits” provided in each room (masks, gloves, hand sanitizer, disinfecting wipes, etc.)
- Removal of: minibar items, hotel collateral, print magazines, etc.; items available upon request, and disinfected between each use – new items provided where possible
- Guest requests carried out in a thoughtful manner with guests’ safety top of mind
- Proper hand washing procedure noted in guest bathroom

### **HOUSEKEEPING**

- 48 hour “resting period” between guest stays, followed by cleaning and disinfection
- Turndown service upon request only
- Daily housekeeping service provided only when room is unoccupied, while guest must not be present in room
- Personal Protective Equipment worn by all room attendants and changed after each guestroom
- Enhanced focus on disinfection of all guest room touchpoints, plus continuation of extensive training and auditing
- Continued use of EPA-registered disinfecting chemicals, proven effective in preventing the transmission of COVID-19



## ENHANCED CLEANING SIGNAGE

**ALLSAFE AT FAIRMONT**  
Our ALLSAFE program follows a strict sanitation protocol to ensure the health and safety of all Fairmont guests and colleagues.

**TEMPERATURE CHECKS**  
We ask that all guests allow their temperature to be checked upon entering the hotel. Please alert us if you experience any of the following symptoms during your stay: fever, cough, shortness of breath, difficulty breathing, sore throat or runny nose.

**PHYSICAL DISTANCING**  
Thank you for maintaining a 6 ft (2 m) distance from other guests and Fairmont colleagues.

**HAND SANITIZER**  
Please use the provided hand sanitizer before entering the hotel or restaurants.

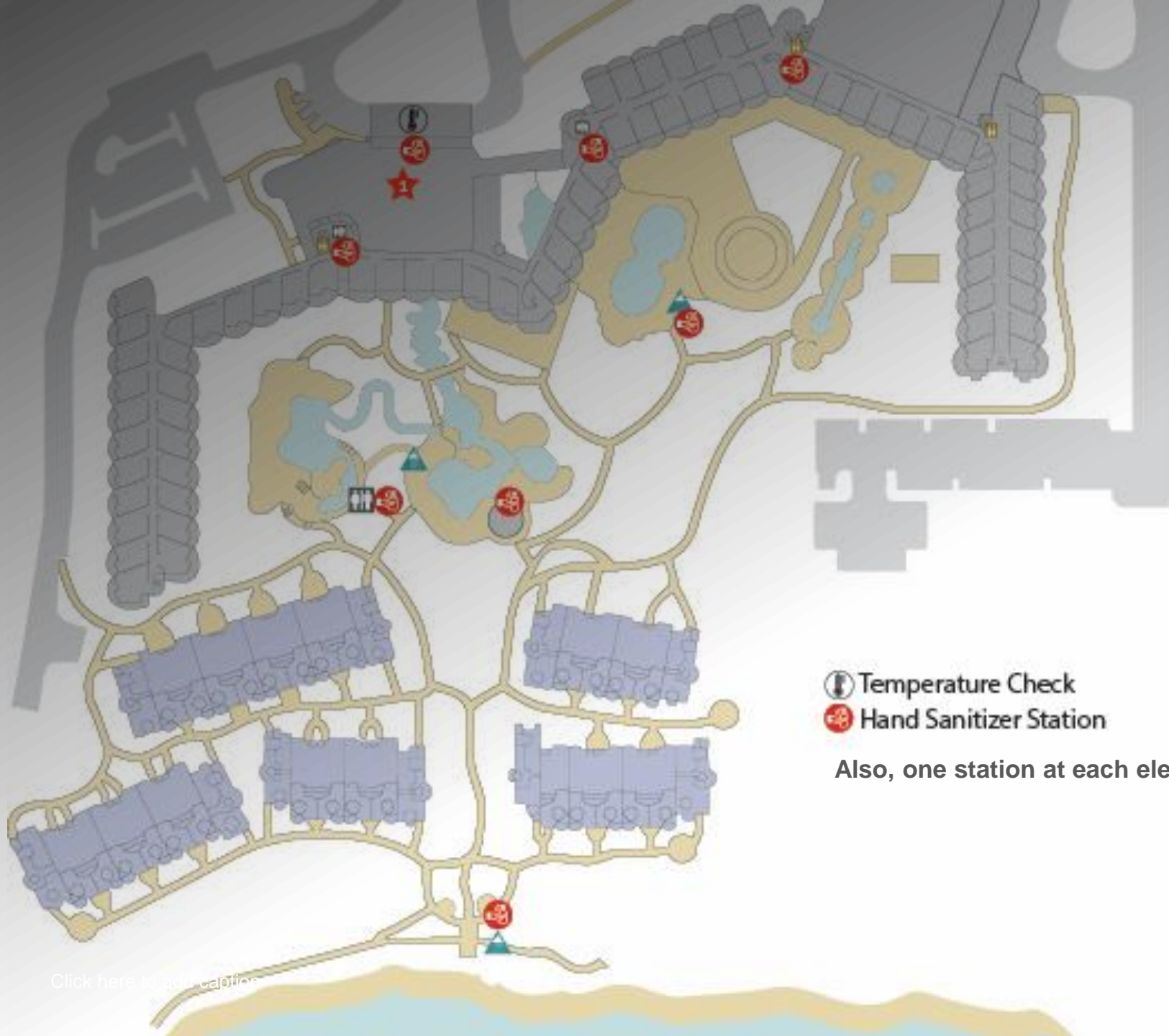
**FREQUENTLY SANITIZED**  
Frequently touched surfaces are sanitized once every two hours.



**RESERVED FOR PHYSICAL DISTANCING**

Thank you for maintaining a 6 ft (2 m) distance from other guests and Fairmont colleagues.



**SANITATION  
STATIONS ARE  
AVAILABLE  
THROUGHOUT THE  
RESORT**



-  Temperature Check
-  Hand Sanitizer Station

Also, one station at each elevator landing

## CONTACTLESS GUEST EXPERIENCE

- Guest App provides optimized digital experience and replaces collateral and physical menus
- Contactless menus for all F&B venues, resort activity schedules, guest service chat, and guest directory
- Direct chat provides seamless personalized guest service across the resort and venues

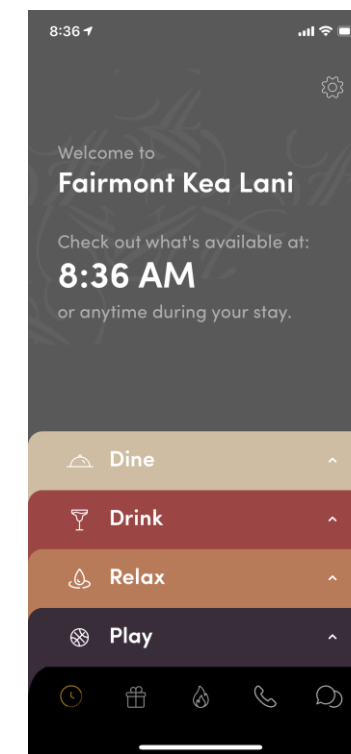
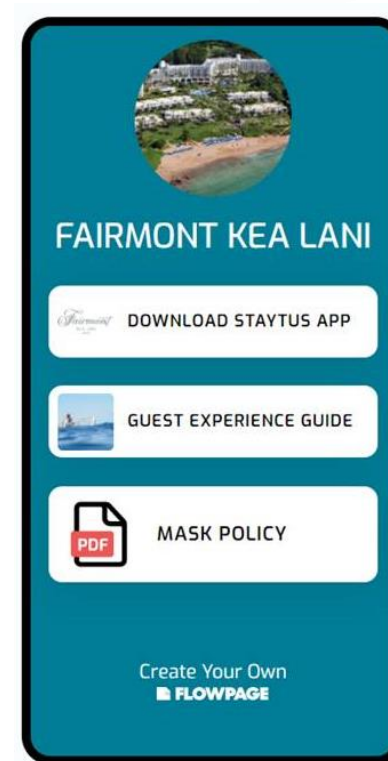
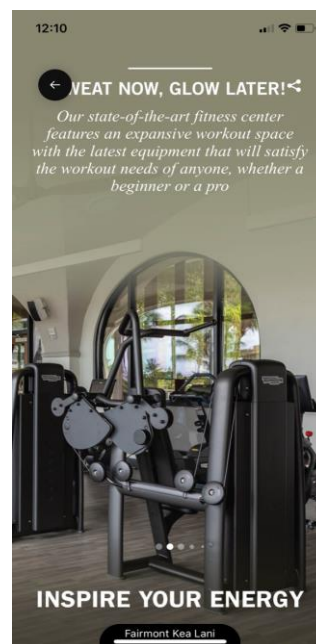
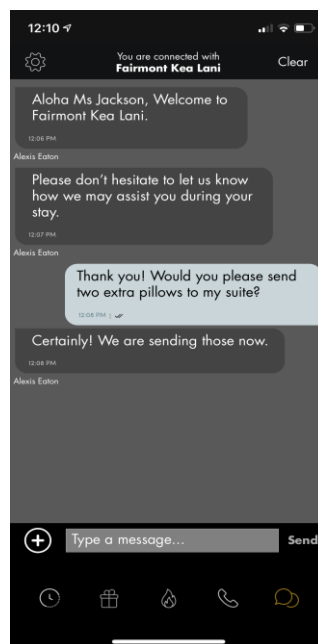


Chat with Staff

Offers & Promotions

Easy PDF & URL Links

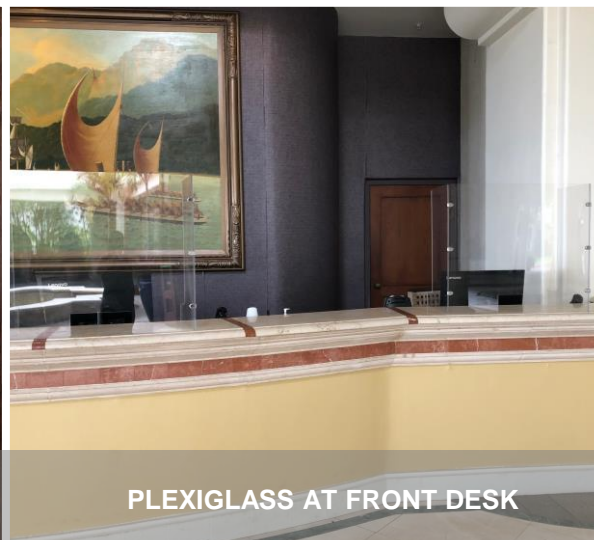
Daily Property Guide







ELEVATOR PHYSICAL DISTANCING



PLEXIGLASS AT FRONT DESK



FITNESS CENTER ENTRANCE



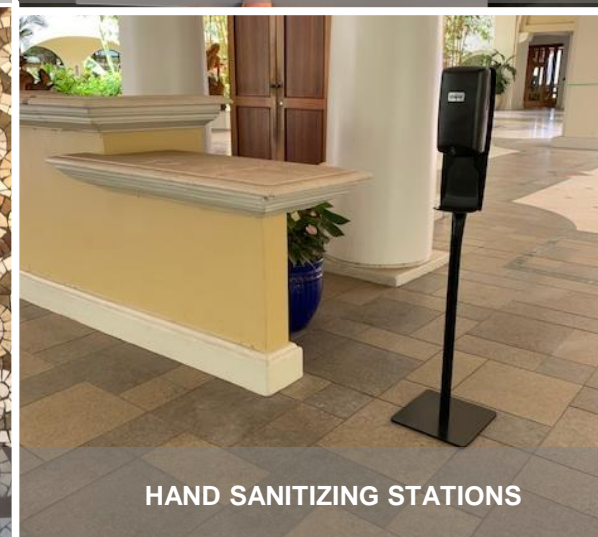
PHYSICAL DISTANCING REMINDERS



MANICURE STATION



PHYSICALLY DISTANCING REMINDERS



HAND SANITIZING STATIONS



PERSONAL PROTECTIVE EQUIPMENT





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**#MASKUP  
MAUI**



## FACE MASKS & PHYSICAL DISTANCING GUIDELINES

**Fairmont Kea Lani follows the Maui County Mask Mandate requiring all guests, colleagues and resort visitors to wear a face mask covering the nose and mouth while in all public spaces.**

**People are required to maintain a minimum of 6-feet of physical separation from all other persons outside your family group or immediate party.**

### **FACE MASKS ARE NOT REQUIRED IN THE FOLLOWING INSTANCES:**

- While actively eating and drinking
- Facial services that require access to the nose or mouth
- Swimming at the pool or beach
- While exercising
- While outdoors so long as 6' distancing is maintained
- (NOTE: Guests must wear face covering while service is being provided)
- Individuals who are or those communicating with someone who is hearing impaired
- Individuals who cannot wear a mask or facial covering due to an existing medical condition
- Children under the age of 5 years



**Face masks are available at the front desk and venues.**



*Heartists*  
*the virus stops here.*



*Wear a mask.*

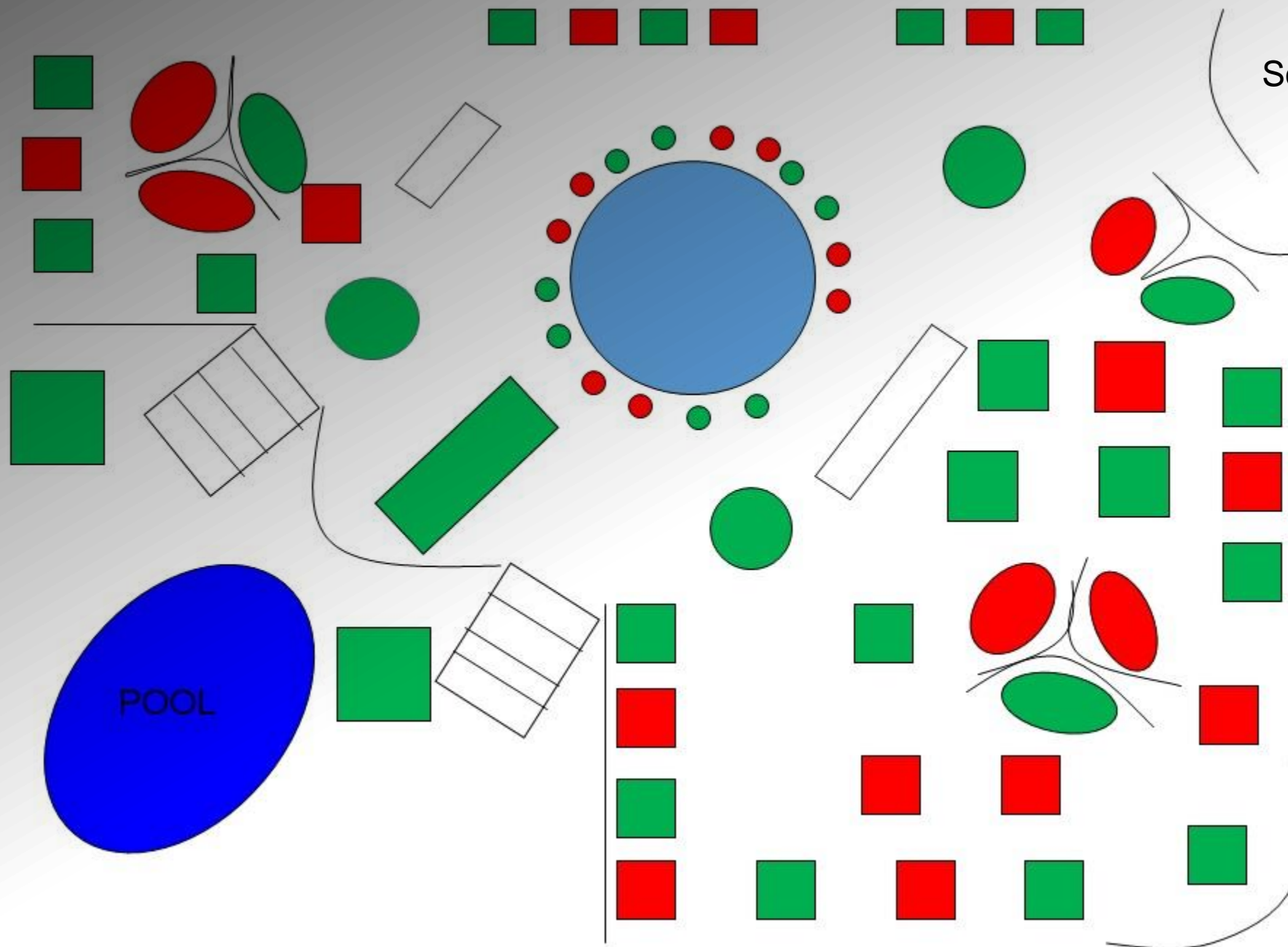




## KO

- Technology-driven contactless experience with QR codes for virtual menu or single-use alternative
- AI fresco dining & bar
- Expanded restaurant footprint to accommodate more physically distanced tables
- Private dining experiences
- Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival
- Mandatory screening for all diners, which will include a temperature check (completed at property entrance with Guest Ambassador)
- Seat allocation to promote physical distancing
- Envelope / pouch to place masks in while dining
- Change of items / disinfection of all touchpoints on table between diners
- Increased frequency of cleaning and disinfecting for both front and back of house, including routine 'fogging' with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Masks & gloves for all restaurant workers, front and back of house

*Fairmont*



EXAMPLE:  
Socially Distanced  
Seating Map



ACTIVE SEATING  
OUT OF SERVICE





## IN ROOM DINING

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- Technology driven contactless experience
- QR codes for virtual menu or single-use alternative
- Contactless option for drop-off and pick-up at door
- Shift to disposable accompaniments, such as salt and pepper, etc.
- Removal of additional tray accessories when order is delivered (i.e. flower vase, etc.)
- Trays disinfected between each use
- Delivered by In-Room Dining attendant in mask and gloves
- (As of Nov 2020: Temporarily closed until further notice)



## KEA LANI RESTAURANT

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- Technology-driven contactless experience with QR codes for virtual menu or single-use alternative
- Closure of buffet until further notice
- Expanded restaurant footprint to accommodate more physically distanced tables
- Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival
- Seat allocation to promote physical distancing
- Envelope / pouch to place masks in while dining
- Change of items / disinfection of all touchpoints on table between diners
- Increased frequency of cleaning and disinfecting for both front and back of house, including routine 'fogging' with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Masks & gloves for all restaurant workers, front and back of house
- (As of Nov 2020: Temporarily closed until further notice)





## MAKANA MARKET + CAFE

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- Offering pre-packaged prepared foods and grocery style market
- To-go only (no dine-in option)
- Physical distancing reminder markers and limited capacity
- Hand sanitizer self service station upon entry and exit
- Dedicated entrance and exit doors, with applicable signage
- Increased frequency of cleaning and disinfecting for both front and back of house, with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Masks & gloves for all restaurant workers, front and back of house





## WILLOW STREAM SPA

- Revised menu of services; Virtual menus provided via QR codes
- Gloved & masked welcome greeter offers hand sanitizer upon arrival
- Mandatory screening for all guests, which may include temperature check
- Physical distancing maintained via signage, placement of furniture, locker assignments, revised occupancy limits, and scheduling of reservations
- PPE screens installed at reception and manicure stations
- Gloves and masks worn by all employees; gloves changed and hands washed before and after each treatment, at a minimum
- Lockers, vanities, showers, treatment rooms disinfected after each use
- Locker amenities provided in single use applications
- No self-service food & beverage in spa or relaxation lounge
- Outdoor services offered in spa cabanas
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Shift to low-touch payment
- Signage and markers communicating physical distancing protocols



## BEACH & POOL EXPERIENCE

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- Gloves and masks worn by attendants
- Physical distancing maintained via signage, placement of chairs and umbrellas, and revised occupancy limits
- Lounge chairs, sun umbrellas disinfected after each use
- Hand sanitizer stations in key areas around the pool and beach
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, including public areas, restrooms and towel desk
- Signage and markers communicating physical distancing protocols in key areas around the pool and beach
- Individual sun supply kits replace sunscreen, aloe and water stations
- Food & Beverage service provided by AMA Bar & Grill to offer digital menus via QR codes and single use wares for food service wares
- Guests reminded that face coverings are required prior to/during service by Resort staff, as well as whenever 6' distancing is not possible between others outside of family/travelling companions





## FITNESS

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- Hand sanitizer dispensers and disinfecting wipes available throughout fitness center
- Expansive offering of outdoor fitness classes
- Physical distancing maintained via signage and markers
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Signage and markers communicating physical distancing protocols in fitness center



\*\* Listed capacities are for Attendees only -- Resort Staffing is additional & based upon final Attendee count

INDOOR FUNCTION SPACE	Banquet	Theater	Classroom	Boardroom	Reception
Kea Lani Ballroom	500	750	450		700
Social distancing	185	163	122		260
Pacific Boardroom				14	
Social Distancing				8	
Lobby Mezzanine	60	64	28	36	80
Social Distancing	30	32	14	18	40
Pre-Ballroom Foyer	250				275
Social Distancing	75				85
Rotunda	30	40	26	16	30
Social Distancing	12	20	12	8	12
OUTDOOR FUNCTION SPACE	Banquet	Theater	Classroom	Boardroom	Reception
Polo Beach Lawn	600				750
Social Distancing	205				255
Pacific Terrace	50				80
Social Distancing	25				40
Paeahu Terrace	70				80
Social Distancing	36				42
Gazebo					75
Social Distancing					25
Royal Fountain Terrace	140				190
Social Distancing	65				88
Palm Court	250				300
Social Distancing	105				125

## MEETINGS & EVENTS

- Gloved & masked ALLSAFE Ambassador manages check-in/arrival queues to promote physical distancing
- Face masks required for all Staff and Attendees (when not seated / eating)
- All food & beverage offerings served in individual servings; no self-serve buffets
- Event set-ups maintain minimum physical distancing mandates (6')
- Social Distance signage / markers throughout event spaces
- EPA-registered disinfection of all touchpoints (tables, chairs, linen, etc.) between events
- Hand sanitizer stations in key areas throughout event spaces

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MAHALO FOR  
MAINTAINING A 6 FT (2 M)  
DISTANCE FROM OTHER  
GUESTS AND FAIRMONT  
COLLEAGUES.

Rounds Kea Lani Ballroom  
185 Chairs

6.00 ft

12 x 24

Bar

Bar

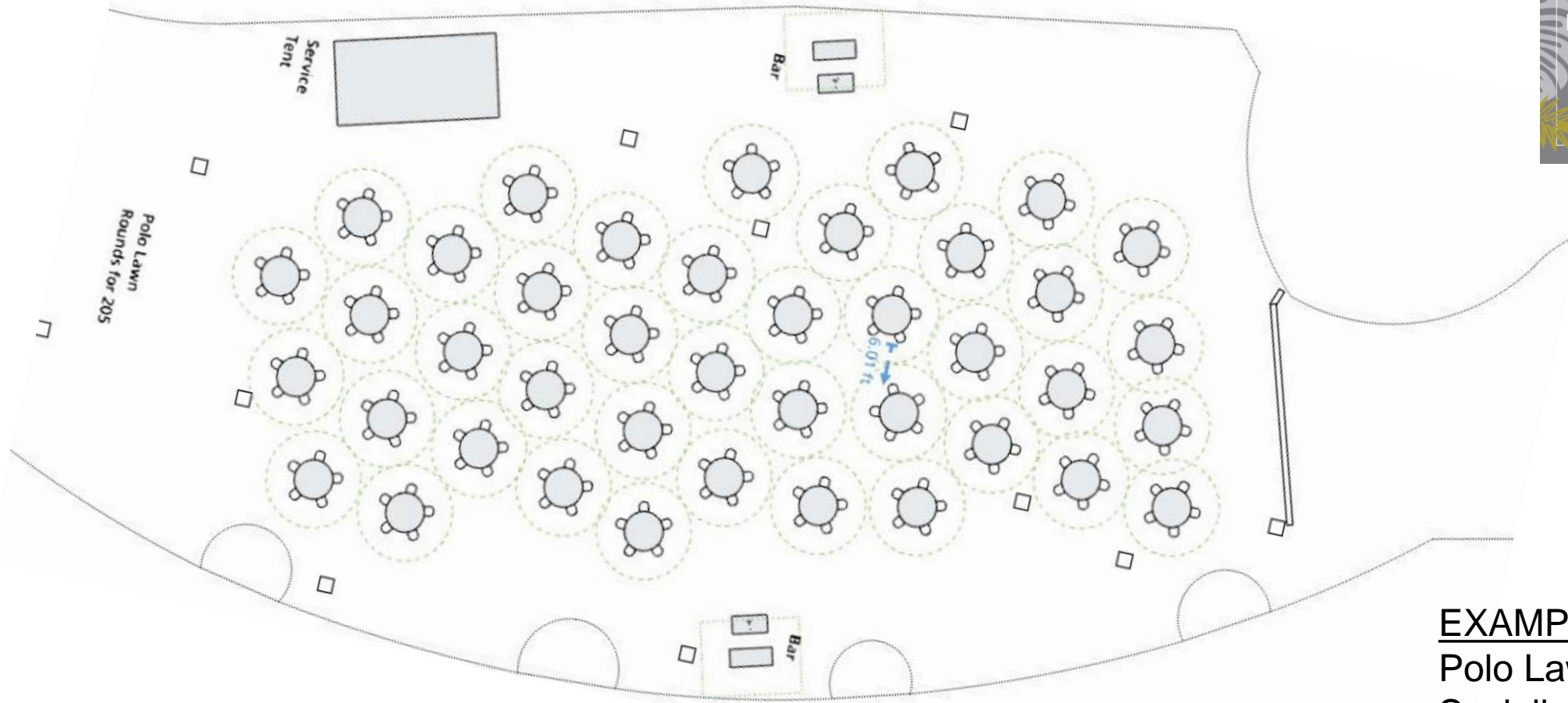
**EXAMPLE:**  
Kea Lani Ballroom  
Socially Distanced Seating  
185 pax  
*(regular capacity 500)*



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MAHALO FOR  
MAINTAINING A 6 FT (2 M)  
DISTANCE FROM OTHER  
GUESTS AND FAIRMONT  
COLLEAGUES.



EXAMPLE:  
Polo Lawn  
Socially Distanced Seating  
205 pax

*(regular capacity 600)*



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# MAHALO

[Fairmont-Kea-Lani.com](https://Fairmont-Kea-Lani.com)