

Hotel Wailea®  
MAUI



HEALTH & COMFORT GUIDELINES 2020



## HOTEL OPERATIONS

### GENERAL INFORMATION

The hotel continues to monitor the guidance from the Centers for Disease Control and Prevention (CDC) and is following all health and safety guidelines provided by the local department of health.

The hotel's already rigorous cleaning regimens and protocols have been increased. Enhanced cleaning and sanitization practices have been put in place throughout the property and the overall cleaning frequency has been increased.

The health of our employees is being carefully monitored. All employees will be temperature screened when they arrive to work. Employees wear masks and gloves as required by local department of health guidelines.

### BY DEPARTMENT

#### **Bell, Valet, Front Desk & Lobby:**

- Luggage will be delivered outside of suite, upon guest request
- Bell stand, carts, and storage are disinfected hourly and after each use
- We have reduced physical exchanges at the desk with the exception of: issuing of sanitized keys, items requiring signature, monetary transactions involving cash, purchase of retail or handover of an item requested.
- Lobby re-arranged to accommodate proper spacing.
- Desk, chairs, and guest area are cleaned and sanitized hourly and after each use.

#### **Housekeeping:**

- For minimal guest contact if room is occupied, staff will offer to return at alternate times
- Carts and equipment are sanitized at the start and end of each shift
- Daily guest linens are delivered and removed from guest rooms in single use sealed bags.
- All guest information has been transferred to single use collateral and/or electronically posted
- Extra pillows and blankets are sanitized regularly and available upon guest request

#### **Maintenance:**

- All tools, equipment, carts, etc. are disinfected after each use and at shift change.
- Items being replaced in guest rooms are disinfected prior to installation.
- Replacement items are placed in a sealed plastic bag when possible
- Specific times are arranged with guests for room entry to minimize contact
- A/C filters for each suite are checked and replaced regularly.

#### **Restaurant:**

- Restaurant tables are placed at least six feet apart
- Reservations will be limited to six people at the most.
- Bar stools will be in groups of two and each group will be six feet apart.
- Host stand will be arranged in a way that promotes safe distancing from all guests that arrive and interact with any staff members.
- Pool chairs will be placed at least six feet apart from each other.
- Single use menus will be used and ipads are sanitized after each use.
- Sanitizer will be available to guests and all table tops, chairs, chair cushions, bar tops, check presenters, pens, and POS terminals will be sanitized after each use.



555 KAUKAHI ST. | WAILEA, HI 96753  
808.874.0500 | WWW.HOTELWAILEA.COM  
RESERVATIONS: TOLL FREE 1.866.970.4167