

EMBRACE THE ALOHA SPIRIT

Kauai is beloved for its warm spirit and untamed beauty. Those traditions come alive at our casual beachfront hotel – the Hilton Garden Inn Kauai Wailua Bay. We can't wait to welcome you to our island, from our beautiful open-air lobby, to our comfortable guest rooms, suites and cottages, to our 2 sparkling pools.

Digital Key, modified housekeeping services, QR code restaurant menus, key drops and text messages for service needs provide contactless opportunities for our guests.

COVID-19 HEALTH AND SAFETY PLAN

As we welcome you back to Hilton Garden Inn Kauai Wailua Bay, you may have questions about the health and safety standards we have in place for your upcoming stay. As operational environments and state regulations change, we will update this page accordingly.

Our [Covid-19 Health and Safety Plan \(Safe Stay Hawaii\)](#) will provide you with the health and safety standards implemented by Hawaii's Tourism Industry. These standards provide guests, customers, employees, contractors, vendors and other persons who enter hotel premises in Hawaii with expectations in terms of service, accommodations and required safety protocols.

In addition, Hilton Garden Inn Kauai Wailua Bay has implemented [Hilton CleanStay](#) with Lysol protection to deliver an industry-defining standard of cleanliness and disinfection in Hilton properties across the world. Our elevated processes and Team Member training have been developed with RB, maker of Lysol and Dettol, to help guests enjoy an even cleaner and safer stay from check-in to check-out.



COVID-19 HEALTH AND SAFETY PLAN

Hawaii's Governor has issued the [15th Emergency Proclamation](#) relating to the COVID-19 pandemic. In this new proclamation, there are several highlights which include:

- All persons in the State of Hawaii shall wear a face covering over their nose and mouth when in public.
- All persons entering the State of Hawai'i shall submit to Hawaii's Travel Rules as outlined in our **3 STEPS TO TRAVEL TO HAWAII** procedures below.

3 STEPS TO TRAVEL TO HAWAII

BEFORE YOU TRAVEL TO HAWAII —PLEASE READ THIS IMPORTANT INFORMATION

YOU MUST HAVE A NEGATIVE COVID19 TEST RESULT BEFORE YOU DEPART FOR HAWAII OR YOU WILL BE SUBJECT TO QUARANTINE UPON ARRIVAL.

Understand the new travel process to enter Hawaii by reviewing all [State of Hawaii travel requirements](#). Review the information frequently, as information is updated often.

TO ENTER THE STATE OF HAWAII

1 – Setup a State of Hawaii Safe Travels account

Go to travel.hawaii.gov, then complete the form to create a new trip. You will enter information such as dates and flights.

2 – Get an approved test for COVID-19

No more than 72 hours before the departure of your flight to Hawaii, get tested for COVID-19 by an [approved Hawaii testing partner](#). Upload the results to your State of Hawaii Safe Travels account at travel.hawaii.gov and take a screenshot of the QR code that will be generated. NOTE: If you have more than one flight, test no more than 72 hours before the departure time of your final connecting flight. You must have your negative COVID-19 test results from a trusted testing partner prior to departure for the State of Hawaii. If your test results are not available before boarding the final leg of the trip, you must quarantine for 14 days or the length of the stay, whichever is shorter.

3 – Arrive in Hawaii and present your results

When you land in Hawaii, show your test results along with the QR code created by your State of Hawaii Safe Travels account.



To enter the resort, just validate your status at the front desk:

The State of Hawaii requires we validate your quarantine status using the Safe Travels QR code and an associated valid picture ID for all travelers required to undergo pre-travel testing.

Aloha and Welcome to Hilton Garden Inn

Kauai Wailua Bay!

Welcome



We would like to offer a warm welcome to you as our valued guest. We also want to share what we are doing at this hotel to support you as you're traveling. As the situation around novel coronavirus (COVID-19) continues to evolve, we are doing everything we can to ensure your travel safety.

As it has always been, the safety and security of our guests and team members remains our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures developed in consultation with global and local public health authorities (including the World Health Organization and Centers for Disease Control) to make our cleaning and hygiene protocols even more rigorous:

- Our hotel teams are receiving ongoing briefings and enhanced operating protocols
- We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant
- We will continue to adjust food and beverage service in accordance with current food safety recommendations
- We have increased the deployment of antibacterial hand sanitizers

In addition, Hilton has activated their regional and global response teams to provide around-the-clock assistance to all hotels and are prepared to act swiftly should we be alerted to a case of coronavirus at any property.

We appreciate your understanding that your stay experience may look different during this time. Please contact us at the front desk if there is anything we can do to make your stay more comfortable. Our team members are ready to welcome you with the Hilton hospitality you've come to expect.

We believe it is in challenging times like these that the power of hospitality is needed most of all. Thank you for staying with us.

Hilton
