



# COVID-19 Health & Safety Plan



## E KOMO MAI Welcome to our Home

Hilton Waikoloa Village is the largest resort on the Island of Hawaii. Our natural and physical attributes truly set us apart. With 62 oceanfront acres, we have plenty of space for social distancing and a breath of fresh air. Winding garden walkways, meandering pools and waterways, and lush outdoor areas allow our guests many open spaces across the resort to enjoy freedom, sunshine and sea breezes.

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

## COVID-19 Health & Safety Plan

As we welcome you back to Hilton Waikoloa Village, 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)** is available to view in full at [safestayhawaii.com](https://safestayhawaii.com) and will provide you with the health and safety standards implemented by Hawaii's Tourism Industry, including at Hilton Waikoloa Village. 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 Waikoloa Village 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.

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 Hawaii shall submit to Hawaii's Travel Rules as outlined in [State of Hawaii travel guidance](#).

## Hilton CleanStay with Lysol Protection

### ARRIVAL



We encourage guests to use digital check-in and key for a Contactless Arrival experience. With the Hilton Honors app, you can check-in, choose your room, access your room with a Digital Key and check-out using your phone! For those guests who do not have access to digital technology, physical distancing measures will be in place directing guests on how to move through the in-person check-in and check-out process in a safe way.

For your comfort, we want your stay to be as undisturbed as possible. Guests are invited to tailor their housekeeping services to their comfort level. To schedule, simply call the front desk. Additional amenities such as linens and toiletries are available upon request, delivered in protective packaging and placed at the guest room door.

### GUEST ROOM



Our housekeeping room protocol begins with our team removing all used items from the room such as bedding and towels. Next, the team performs a full clean of the room and bathroom including vacuuming the carpet, mopping floors and wiping down all surfaces with hospital-grade cleaners.

Then, using trusted products from Lysol®, Dettol®, Sagrotan®, or Napisan®, we do an additional disinfecting step for several surfaces in the room, including: all switches and electronic controls, handles and knobs, major bathroom surfaces and the remote control.

After the room is thoroughly cleaned, we replace the towels and make up the bed with freshly laundered linens. Finally, our housekeeping inspector verifies the room meets the CleanStay standards and places the Hilton CleanStay Room Seal with Lysol® protection over the door. Upon your arrival, you'll have complete peace of mind that the room is clean and ready for your stay.

### FOOD & BEVERAGE



Changes to our hotel restaurant service include the spacing of tables and chairs to promote proper physical distancing between guests while maintaining our increased hygiene standards. Also, we'll offer biodegradable, disposable dishware and flatware upon request. Grab & Go, pre-plated and individually portioned options may be offered as alternatives to open breakfast and buffet service. The Luau is now an outdoor restaurant experience, with social distancing and directed walking paths.

### PUBLIC AREAS



Social distancing is in effect. Spacing has been established for pool chairs and other seating areas. Guests will find disinfecting stations with wipes and hand sanitizer available throughout the resort. Additionally, both public and Team Member areas are cleaned at scheduled intervals, including hourly maintenance of high-touch areas like elevators and bathrooms.

In accordance with the State of Hawaii, CDC and WHO, we require face coverings in all public areas for guests and Team Members.

### MEETINGS & EVENTS



To address safe group travel practices and evolve today's event experience, Hilton EventReady with CleanStay is the next phase of Hilton CleanStay. The program expands on the elevated sanitation standards of the Hilton CleanStay program, addressing every touch point of the meeting experience. For more information on Hilton EventReady with CleanStay contact Local Hotel Team Member or your Hilton Worldwide Sales Representative.

