



INTRODUCING:

MARRIOTT INTERNATIONAL'S

# COMMITMENT TO CLEAN

**Marriott**  
INTERNATIONAL

THE AMERICAS

UPDATED:  
JULY 22, 2020



# OUR APPROACH

## A LONGSTANDING COMMITMENT

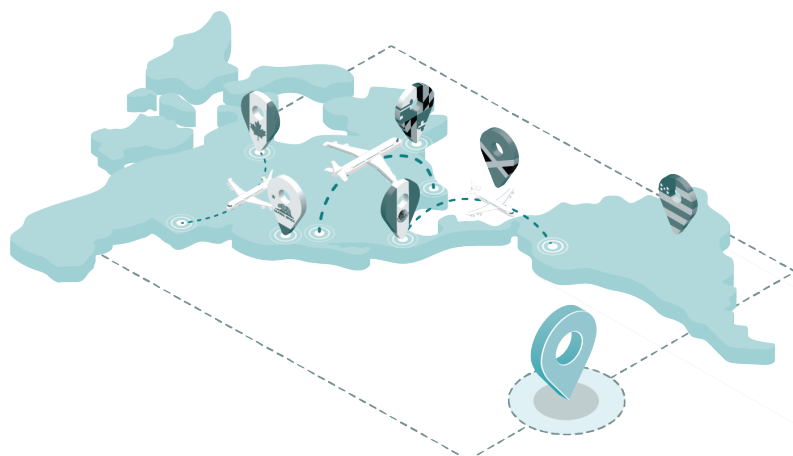
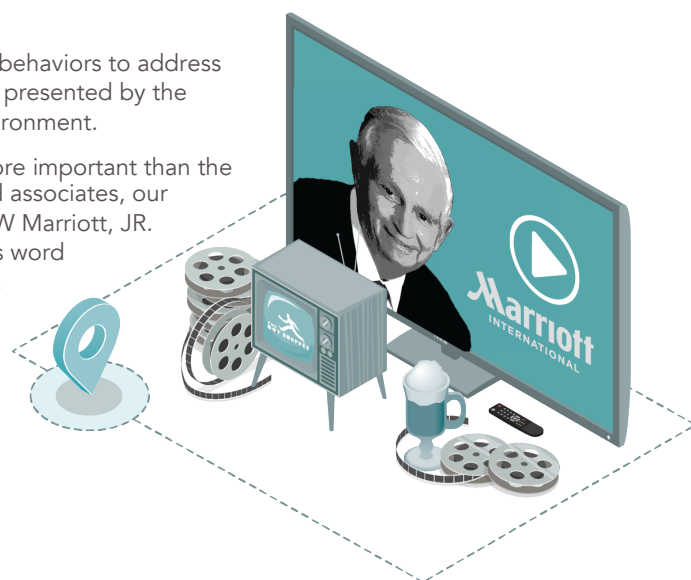
Since our founding over 90 years ago, health and safety have been at the heart of Marriott's approach to hospitality. This commitment to our guests and associates continues to anchor us and it informs our decisions as we adapt to new challenges presented by COVID-19.

We understand that people are thinking about travel differently now. We are too. That's why we have elevated our exacting standards and rigorous protocols to create

hospitality norms and behaviors to address the unique challenges presented by the current pandemic environment.

Because nothing is more important than the trust of our guests and associates, our Executive Chairman JW Marriott, JR. wanted to give you his word on our new processes.

[Take a look.](#)



## GLOBAL GUIDANCE, LOCAL EXECUTION

We believe that travel and tourism is a celebration of diversity that connects cultures. Globally, we fly many flags over hotels in more than 130 countries and territories. It has never been more important for us to align with local authorities to fulfill the expectations of us in the communities of which we are a part.

Our new protocols work for all 30 brands. While elements of these new practices may vary based on differing geographies, travelers should know that our hotels will continue to follow local government and public health guidelines and operate with health and safety top of mind.

## A SHARED RESPONSIBILITY

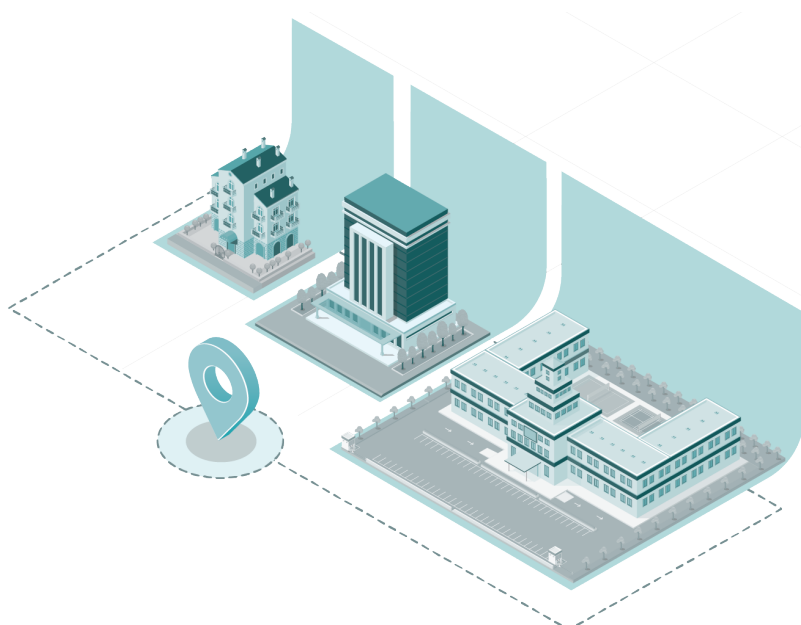
Through the decades, we have come together as partners. Never has that been more important than now. Responding effectively to this new environment is a shared responsibility. We are laser-focused on providing our teams with the tools, training and resources that are necessary in this environment.

Likewise, travelers must also take steps to protect everyone's health: to avoid traveling if not well, practice good hand hygiene, and physical distancing in high-traffic areas throughout the hotel.

We believe success is never final, but it begins with listening. Please let us know if there is anything we could be doing differently or better. We always welcome guest feedback on the Marriott Bonvoy™ app, and we are grateful when our business partners share ideas or concerns directly with us.

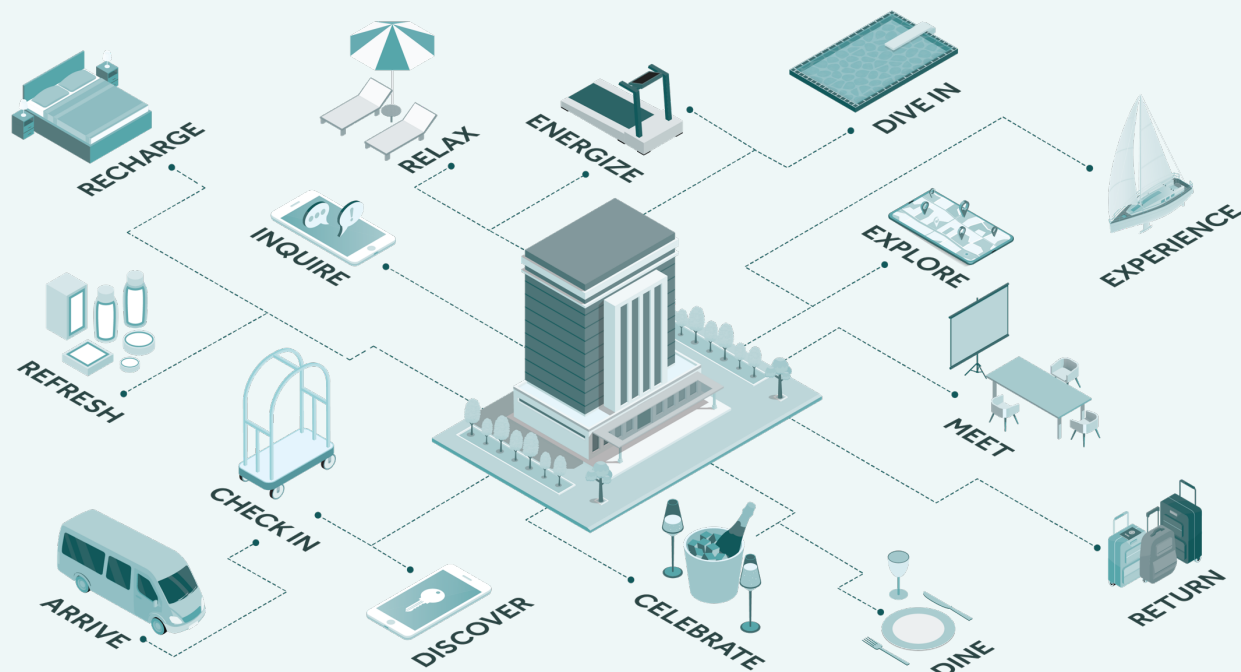
You can count on us, and we know we can count on you.

WE'RE IN THIS TOGETHER.



# OUR COMMITMENT

We believe that travel connects us to each other, widens our perspective, enriches us and inspires us. We will travel again soon. And, when you are ready to:



*we'll be ready to welcome you.*

This 'new normal' may evolve and change over time to reflect government guidance and new societal expectations. What will never change, though, is our commitment to keeping hotel associates, guests and customers safe. This is our utmost priority.

We recently launched our Global Cleanliness Council, including experts from the field of medicine and public health to supplement our reputation of cleanliness and hospitality we've built throughout our history. Additionally, we've developed 200+ cleaning protocols throughout each step of our guests' journey and every physical space in the hotel. We are deploying scientifically supported practices and innovations, with focus on these specific details:

## ✓ DEEPER, MORE FREQUENT CLEANING

- ▶ Enhancing cleaning protocols to **disinfect every space**, ongoing and especially during peak usage
- ▶ Consistently and **frequently disinfecting** all **high-touch items** like elevator buttons and escalator handrails
- ▶ Hand **sanitation stations** added throughout the hotel, especially in high-traffic areas

## ✓ YOUR SANCTUARY

- ▶ **Deep cleaning** each guest room between stays
- ▶ Removing nonessential high-touch items that can't be disinfected, and providing **surface disinfecting wipes** in every guest room
- ▶ Limit in-stay housekeeping frequency to **reduce contact** during each stay

## ✓ LESS CONTACT, MORE CONNECTION

- ▶ Using **mobile technology**: Mobile Key, Mobile Dining, eFolio delivery and Mobile Requests via the Marriott Bonvoy™ app
- ▶ Enabling social and **physical distancing** practices: reducing allowable capacities in spaces, increasing distance between furniture, and managing queueing areas
- ▶ Supporting hybrid meetings via **live-streaming capabilities**

## ✓ NOURISHING THE 'NEW NORMAL'

- ▶ Replacing self-service buffets with a variety of **'grab and go'** contactless food + beverage options
- ▶ **Redesigning food + beverage** station set-ups to include protective barriers; removing non-essential items
- ▶ **Tailoring options** for groups and enabling reserved spaces



English



Help



My Trips



Sign In or Join

MARriott  
BONVOY™

SHERATON

# Sheraton Kona Resort & Spa at Keauhou Bay

📍 78-128 Ehukai Street, Kailua-Kona, Hawaii USA 96740

📞 1 808 - 930-4900



## Taking Care of You

Taking care of you has always been our number one priority, so you can focus on what's most important to you.

As part of Marriott International's family of brands, we have implemented a variety of new protocols and elevated practices, in response to the COVID-19 pandemic and keeping with our high standards of cleanliness and commitment to providing excellent service.

We have also made a few adjustments to the services, amenities, and facilities available during your stay. Information on this page is subject to change without notice.

Here is what to expect during your stay at Sheraton Kona Resort & Spa at Keauhou Bay.

## Hotel Information

[Collapse All](#) ^

### MARRIOTT INTERNATIONAL'S COMMITMENT TO CLEAN ^

---

For more information on Marriott's Commitment to Cleanliness, please visit our [corporate site](#).

### SHARED RESPONSIBILITY ^

---

Providing a safer environment for our guests and associates is a top priority. Achieving this is a shared responsibility. Please join us in our efforts to enhance the safety of our public spaces by complying with local regulations and wearing a face covering - which is required - whenever you're in public areas of the hotel. We do appreciate your support and understanding. We remind you also to practice social distancing, staying at least 6 feet or 2 meters from other guests and hotel associates.

### SOCIAL DISTANCING MEASURES & CONTACTLESS EXPERIENCE ^

---

As outlined in the State of Hawaii's 15th COVID-19 emergency proclamation, all individuals shall wear face coverings over their noses and mouths when in public settings, unless while outdoors when physical distance of six (6) feet from other individuals (who are not members of the same household/living unit/residence) can be maintained at all times. An owner or operator of any business or operation shall refuse admission or service to any individual who fails to wear a face covering, unless an exception applies under this section. Businesses or operations may adopt stricter protocols or requirements related to face coverings

and face shields. Please see the State of Hawaii's website for additional information: <https://hawaiiicovid19.com>.

There is signage throughout our hotel to remind guests to maintain social distancing, occupancy limits and amenities in compliance with local and state mandates, and partitions installed at front desks and food and beverage service lines.

24-hour enhanced security.

Mobile check in is available via web check in on the the Marriott BonVoy™ mobile app for our loyal BonVoy™ members.

Valet service is currently unavailable. Self parking available for a fee.

View the video below for the Hawaii health & safety travel tips.

**VIEW VIDEO**

## ENHANCED CLEANING PROTOCOLS & HOUSEKEEPING SERVICE AT THIS HOTEL



In keeping with Marriott's Commitment to Clean, we have made several enhancements to our cleaning practices throughout our property and in guest rooms. These include:

- **Enhanced Public Space Cleaning:** We have increased the frequency of cleaning and disinfection, particularly in areas with high traffic, including restrooms, elevators, and escalators, as well as provided more hand sanitizing stations.
-

**Personal Protective Equipment (PPE):** Associates will wear PPE (e.g., face coverings, gloves, etc.) based on the activities they are performing and based on direction by the local authorities.

- **Face Coverings:** Guests are required to wear face coverings in all public spaces. This includes, but is not limited to, lobby, guest room corridors, elevators, meeting spaces, public restrooms, food & beverage venues, business centers, fitness center. Face coverings may be removed while seated in our restaurant and bar or swimming pool but guests are expected to keep face coverings on while moving to and from our pool areas.
- **Electrostatic Spraying:** We're utilizing enhanced technologies, including electrostatic sprayers with hospital-grade disinfectants in our public spaces, to support our already rigorous cleanliness protocols.
- **Room Amenities:** Disinfectant wipes are available in the room for every arriving guest as well as upon request.
- **Housekeeping:** Your guest room is your sanctuary throughout your stay with us. As part of our commitment to you, we have deeply cleaned your room in preparation for our arrival. Unless you choose otherwise, we will not provide daily housekeeping service in an effort to maintain a contact-lite experience. If you have any requests, or would like us to service your room, we would be delighted to do so. Simply let us know when you will be leaving for the day and we will do the rest. If you are staying with us a bit longer, we will automatically clean your guest room after every 6th night.

## PROPERTY AMENITIES & SERVICES



We are committed to making the amenities and services at our property available to you while complying with local regulations, including guidance on reducing capacity in public spaces and reinforcing social distancing. The modifications we have made include:

- **Adult Pool:** Open daily 8am - 10pm
- **Family Pool:** Open daily 8am - 10pm
- **Slide:** Open daily 9am - 5pm

Modified seating for social distancing. Face coverings are required at all times, unless while seated at your pool/beach chair or cabana, or while in the water. Maintaining 6 feet of social distance from individuals who are not members of your household/living unit/residence is required.

- **Hot Tubs:** Temporarily closed
- **Spa:** Open. Reservation only; limited hours
- **Fitness Center:** Open daily 5am - 6pm; maximum capacity of 5 guests with reservations required in advance
- **Basketball/Tennis Courts:** Open
- **Club Lealea:** Temporarily closed
- **Kaiulu Club Lounge:** Temporarily closed
- **Aloha Center:** Cultural Activities available with social distancing and limited capacity. Reservations required in advance; please see activity calendar

## FOOD & BEVERAGE OFFERINGS



In response to the current environment, the hotel will follow enhanced sanitation guidelines.

**Wailele Terrace:** Open for Breakfast service. Monday - Friday 6:30am - 10:00am | Saturday & Sunday 6:30am - 10:30am.

**Holua Bar and Grill:** Open daily for Lunch & Dinner service. 11:00am - 8:00pm.

**Rays on the Bay:** Temporarily closed

**Holoholo Market:** Open daily. 6:00am-11:00pm

## MARRIOTT BONVOY



**Marriott Bonvoy Member Benefits:** We are committed to delivering the Marriott Bonvoy benefits for your membership level. Thank you for your understanding in



cases where we may have to offer an alternative.

Marriott Bonvoy members are invited to use the [Marriott Bonvoy App](#) (available on the App Store and Google Play) to take advantage of contactless options, including:

- **Mobile Check-In/Check-Out:** Let us know via the app when you are planning to arrive and once you departed.
- **Mobile Key:** Forgo the front desk altogether and go straight to your guest room
- **Mobile Dining:** Order your private, in-room dining through the app.
- **Mobile Guest Requests:** Connect with us via the app to request items you would like delivered to your guest room.

Not a Marriott Bonvoy member? Enroll [here](#).

Available benefits vary by location and membership tier. At this hotel, please note that we currently offer the following Marriott Bonvoy benefits:

- **Breakfast:** Effective August 8th, Breakfast is available daily in Waialele Café, on the first level. A Continental Breakfast option is available for Platinum Elite or higher guest that choose to receive breakfast as their benefit.
- **Lounge Access:** Kaiulu Lounge is closed until further notice.
- **Welcome Gift:** The front desk will automatically add the 500 point gift at check-in.
- **Late Check-Out:** Based upon availability
- **Mobile Check-In/Check-Out:** Available
- **Mobile Key:** Available; stop by the front desk to pick up your wristbands. Wristbands required for all guest room occupants
- **Mobile Dining:** Available through the BonVoy™ app
- **Mobile Guest Requests:** Available

## SAFE TRAVELS HAWAII – REQUIREMENTS FOR HAWAII TRAVEL

Guests planning a trip to Hawaii, or between the Hawaiian Islands, are responsible for reviewing and complying with current government guidance, as this information changes frequently. Please click the link below for information on the Hawaii Pre-Travel Testing Program. For further questions, the State of Hawaii's Safe Travels Program can be reached at [info@gohawaii.gov](mailto:info@gohawaii.gov) or 1-800-GOHAWAII (1-800-464-2924).

Once in Hawaii, please travel pono (responsibly) and follow all current mask and social distancing mandates.

## ARRIVAL AND CHECK IN PROCEDURE

We look forward to welcoming you to our beautiful resort. To ensure a smooth arrival, please follow these steps.

### **Arrival:**

Please drive directly to the lobby for check-in. After check-in, please use your room key or wristband to access self parking.

### **Check-in:**

Transpacific travelers will be asked to validate their quarantine status using the Safe Travels QR code and associated valid picture ID for all guests in the room, ages 5 and over. State of Hawaii residents, whom have not traveled out of state in the last 14 days, will simply need to show a valid Hawaii State ID matching the address on the reservation.

### **During your stay:**

If you are exempt from quarantine, please enjoy your stay and follow all current mask and social distancing mandates, both within the resort and while exploring our island home. If you are required to quarantine for any reason during your stay, you will be escorted to your room, as you may only leave your room in the event of a medical emergency.

## Sheraton Kona Resort & Spa at Keauhou Bay

**Top Destinations**




**For Guests**



**Our Company**



© 1996 - 2020  Marriott International, Inc. All rights reserved. Marriott Proprietary Information

[Program Terms & Conditions >](#) • [Do Not Sell My Personal Information >](#) • [Tracking Preferences >](#)

• [Privacy Center >](#) • [Digital Accessibility >](#) • [Site Map >](#) • [Help >](#)