



INTRODUCING:

MARRIOTT INTERNATIONAL'S

COMMITMENT TO CLEAN

Marriott
INTERNATIONAL

THE AMERICAS

UPDATED:
JULY 22, 2020

OUR APPROACH

A LONGSTANDING COMMITMENT

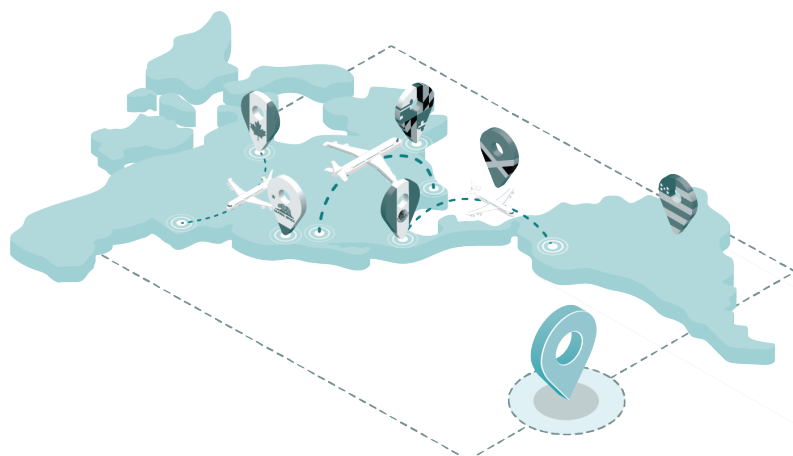
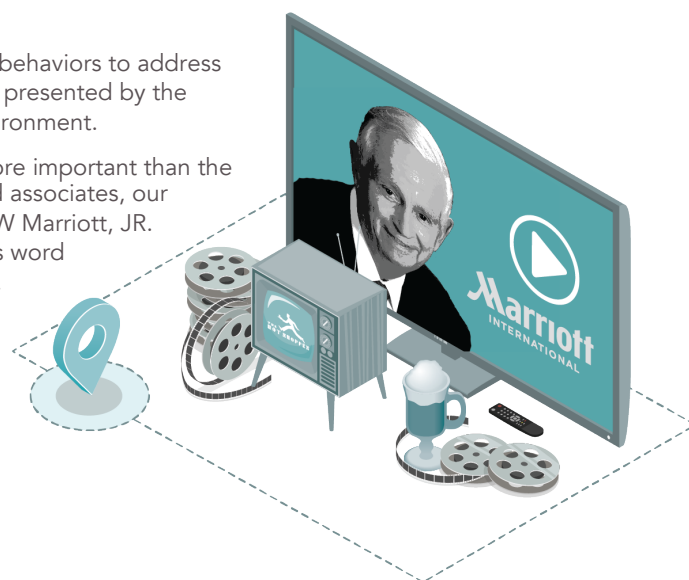
Since our founding over 90 years ago, health and safety have been at the heart of Marriott's approach to hospitality. This commitment to our guests and associates continues to anchor us and it informs our decisions as we adapt to new challenges presented by COVID-19.

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.](#)



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.

GLOBAL GUIDANCE, LOCAL EXECUTION

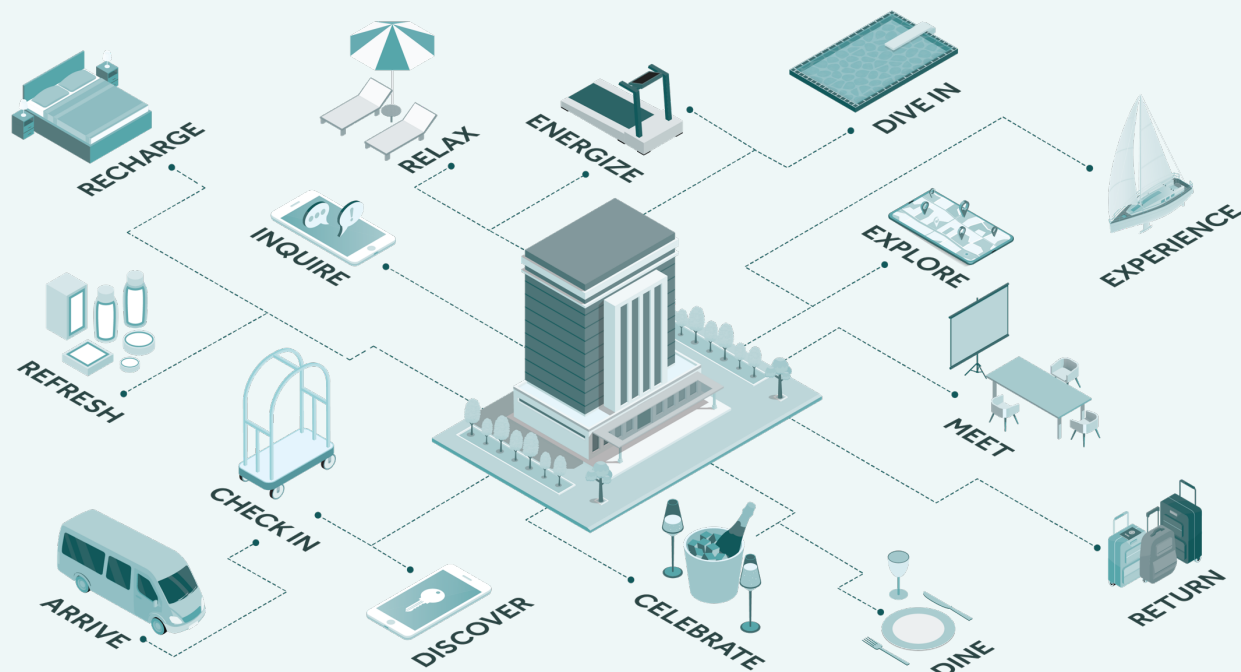
We believe that travel and tourism is a celebration of diversity that connects cultures. Globally, we fly many flags over hotels in more than 130 countries and territories. It has never been more important for us to align with local authorities to fulfill the expectations of us in the communities of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



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



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THE RITZ-CARLTON KAPALUA



STAY WELL.

Welcome to Kapalua.

Now more than ever, we are passionate about delivering an exceptional experience and truly memorable moments throughout your stay. In response to current circumstances surrounding the COVID-19 pandemic, we have implemented a variety of new protocols and elevated practices, keeping with our high standards of cleanliness and luxury service. Allow us to introduce you to some of the measures we have implemented and what to expect at our hotel regarding changes to amenities, services, and facilities. Information on this page is subject to change without notice.

We are delighted to welcome you.

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, practicing social distancing (staying at least 6 feet or 2 meters from other guests and hotel associates), and wearing face coverings whenever you're in public areas of the hotel. We do appreciate your support and understanding.

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/>.

compliance with local and state mandates, and partitions installed at front desks and food and beverage service lines.

- Mobile check-in and key, service requests, and room service orders delivered right to your door via the Marriott Bonvoy™ mobile app.
- Our valet parking service is currently unavailable. Upon your arrival at our porte cochère, our bellmen will greet you. After your luggage has been collected, please proceed to our self-parking area. Self parking is available for a fee.

View the video below for 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):** Staff members 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, spa. 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.

protocols.

- **Room Amenities:** In-room coffee makers are currently available. Guests may request contactless delivery of coffee and condiments. 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. We thoroughly clean and disinfect our guest rooms and suites between each guest. We will not enter your room unless you have a request for maintenance or a daily housekeeping service, which will be completed while you are away from the room. If you have specific housekeeping preferences or would like to forgo housekeeping service during your stay, please contact guest services at any time.

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. Please check back soon for a complete list of our modified services.

- **Pool:** Towel service available 8:00 AM - 5:00 PM. Modified seating for social distancing. Complimentary pool chairs may be reserved in advance by [clicking here](#). 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.
- **Poolside Cabanas and Beachside Casabellas:** Available for rent by overnight hotel guests from 8:00 AM - 5:00 PM. To reserve your cabana or casabella in advance and select your preferred location, please [click here](#).
- **Fitness Center:** Open 5:00 AM - 1:00 PM
- **Spa:** Opening November 25 by appointment only
- **Jean-Michel Cousteau's Ambassadors of the Environment:** eco-adventures available by appointment

- **Logo Shop:** 9:00 AM - 5:00 PM

FOOD & BEVERAGE OFFERINGS



We are committed to making these services at our property available to you while complying with local regulations, including guidance on reducing capacity in public spaces and reinforcing social distancing.

Updated spacious floorplans in our restaurant and bar allow you to enjoy your dining experience at a social distance from other patrons. In addition, our restaurants menus are available for take away.

In response to the current environment, the hotel will have modified access to menus to include digital menus and disposable printed menus.

- **Kai Cafe** - Grab & Go 6:30 AM - 12:00 PM
- **'Olu Poolside** - Mobile Dining Available - order from your poolside chaise lounge and we will delivery while you enjoy the view. Lunch served poolside from 11:00 AM - 4:00 PM.
- **Burger Shack** - Open for Lunch 11:00 AM - 3:00 PM (available for take away and table drop off service)
- **Alaloe Lounge** - Open for Dinner 4:00 PM - 9:30 PM
- **In-room Dining** - Breakfast from 6:00 AM - 10:00 AM and Dinner from 5:00 PM - 9:30 PM

The hours listed above are subject to change. Please continue to check back or contact the hotel directly for the most current information.

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 have departed.
- **Mobile Key:** Forgo the front desk altogether and go straight to your guest room.
- **Mobile Dining:** Order your pool-side 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.

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 or 1-800-GOHAWAII (1-800-464-2924).

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

MORE INFORMATION

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:** Once you arrive on the front drive, you may drop off your passengers and/or luggage and then proceed to the self-parking facility. Self parking is available for a fee.
- **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 when exploring our island home. If you are required to quarantine for any reason during your stay, you will be given a single-use key, as you may only leave your room in the event of a medical emergency.

MARRIOTT
BONVOY™

LUXURY

EDITION™

THE
LUXURY
COLLECTION

ST REGIS

W
HOTELS

JW MARRIOTT

PREMIUM



SHERATON

MARRIOTT
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CLUB™DELTA
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KAPALUA

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