

Aulani Resort: Know Before You Go



Aulani Resort COVID-19 Health & Safety Plan WELCOMING YOU BACK TO AULANI RESORT

As we continue our phased reopening, we've made updates based on guidance from health authorities, such as the Centers for Disease Control and Prevention (CDC) and appropriate government agencies. These measures are designed to promote:

- **Cleanliness** – Cleaning procedures are enhanced throughout Aulani Resort. Extra attention is given to high-traffic areas, including public elevators, handrails, benches, tables, handles, restrooms and more. Hand sanitizers are located throughout the Resort.
- **Physical distancing** – measures may include:
- **Signage and Ground Markings:** Please follow directional signage and ground markings, which have been installed throughout Aulani Resort to help Guests better navigate common areas while practicing physical distancing.
- **Physical Barriers:** Physical barriers have been added in select locations where it is difficult to maintain strict physical distancing guidelines. These may be visible in areas around cash registers or at the Front Desk, for example, to help promote physical distances between people.
- **Training:** Cast Members are trained to engage with Guests and promote physical distancing guidelines in common areas.
- **Reduced contact** – Experiences may be modified in order to reduce contact. These include:
- **Cashless Transactions:** At this time, it is recommended all Guests use cashless payment options, including debit cards, credit cards and Disney Gift Cards. In many instances, Guests can also opt to charge their purchase to their Aulani Resort hotel folio.
- **Modified Housekeeping:** Housekeeping services have been modified to include thorough cleaning of your room prior to arrival and light cleaning during your stay to help reduce contact. [Learn more.](#)

While these plans may evolve, we will continue to evaluate the constantly changing health environment and its impact on the state of Hawaii.

It may be different from the last time you visited. But together, we can find new ways to create magical moments—and memories to treasure.

Note: some images shown throughout this website do not represent current operational guidelines or health and safety measures, such as face coverings and physical distancing requirements.



TOP THINGS TO KNOW

We've made some important updates at Aulani, A Disney Resort & Spa, and implemented a number of new health and safety measures.

Anyone visiting Aulani Resort must review the health acknowledgement below.

What You'll Need

There may be specific instructions and requirements for all visitors to Hawaii, which may include mandated quarantine or pre-travel testing. View information about any of these requirements on the [Hawai'i Tourism Authority website](#). State requirements are subject to change. Please continue to stay updated on the latest advisories, restrictions and travel alerts that may be in place for travel to Hawaii leading up to your planned stay. Upon check-in at Aulani Resort, all Guests must indicate whether they are subject to the mandated quarantine and present valid supporting documentation. Hawaii residents will be required to show proof of residency to confirm quarantine-exemption status. Please be aware that you'll also need:

- **A confirmed room reservation** for your stay. Be sure to provide your email to receive any important updates prior to your arrival.
- **Face coverings** for each Guest age 2 and up, which must be worn in all public areas— including while entering and exiting dining locations—and can be removed when actively eating or drinking in a

stationary manner while maintaining appropriate physical distancing or while swimming in a Resort pool or lagoon.

Also, it's highly recommended to:

- **[Begin the check-in process online](#)** prior to your arrival.
- Have cashless or contactless forms of payment.



COVID-19 WARNING

We have taken enhanced health and safety measures—for you, our other Guests, DVC Members and Cast Members. You must follow all posted instructions while visiting Aulani Resort.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and Guests with underlying medical conditions are especially vulnerable.

By visiting Aulani Resort, you voluntarily assume all risks related to exposure to COVID-19.

Help keep each other healthy.



HEALTH ACKNOWLEDGEMENT

Please make sure that you have reviewed any advisories or restrictions that may be in place for travel to Hawaii. Visit [gohawaii.com](https://www.gohawaii.com) for information. By entering Aulani Resort, you are confirming that you and all persons in your party:

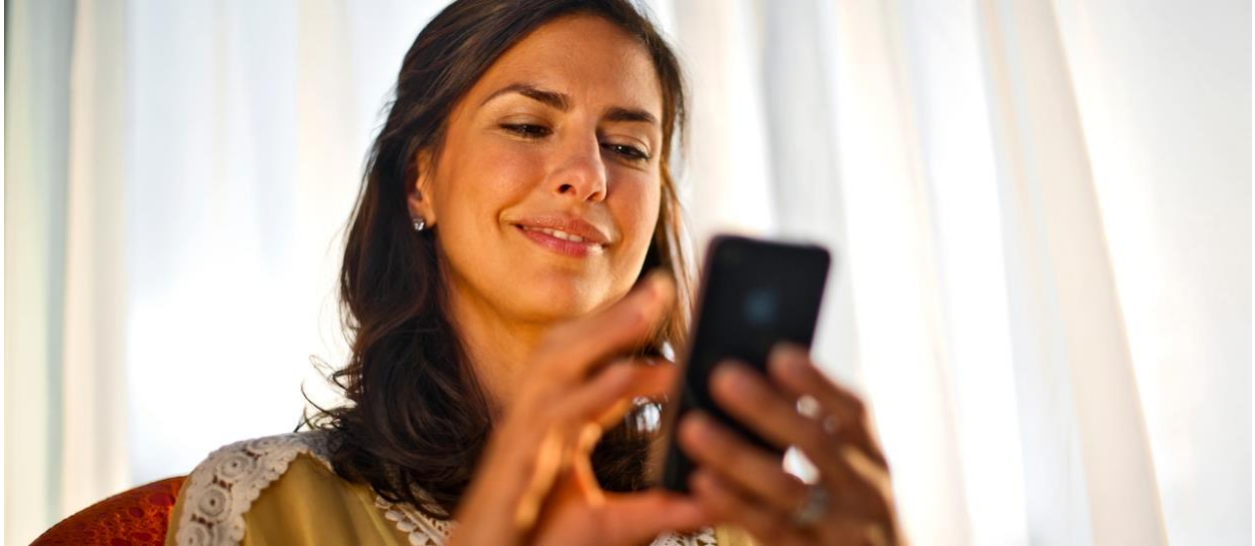
- Are not experiencing any of the following symptoms of COVID-19 identified by the Centers for Disease Control and Prevention at CDC.gov, including:
 - Fever or chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Muscle or body aches
 - Headache
 - New loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea
- Have not been in contact with someone with confirmed or suspected COVID-19 symptoms without completing a 14-day quarantine
- Are not under any self-quarantine orders

Anyone who cannot confirm all of the above criteria must not enter Aulani Resort. If at any point during their visit a Guest does not meet all of the above criteria, they and their traveling party will be required to isolate and may be relocated or asked to leave the Resort in accordance with procedures based on applicable state requirements.

If you need to reschedule your reservation, please call the Walt Disney Travel Company at (866) 443-

4763. If you're a Disney Vacation Club Member, please call Member services at (800) 800-9800.

By entering Aulani Resort, you acknowledge that you understand and will abide by the above health-and-safety requirements.



CONVENIENT ONLINE CHECK-IN AND CHECKOUT

To help shorten your wait upon arrival and to aid in physical distancing efforts, we highly recommend that you use the Online Check-In before arriving at Aulani Resort. You can access the Online Check-In service via your Disney account prior to your arrival. When your room is ready, you can receive a text message notification on your phone. You may then stop by the Front Desk to pick up your room keys. Please note, this service may not be available with reservations made through third parties.

Opt-in for Express Checkout and on your scheduled checkout day, you'll receive a copy of your folio sent to the email address on file and be automatically checked out of your room. Visiting the Front Desk isn't necessary; however Cast Members will be available to answer any questions regarding your hotel folio.



AULANI RESORT MOBILE APP – NOW AVAILABLE TO DOWNLOAD!

Plan your day, stay connected and explore all the magic that's happening during your visit.

- Manage your Aulani Resort reservation details
- Begin the check-in process in advance using our convenient Online Check-In service
- Search for fun and interactive activities on the "Daily 'Iwa"
- Find places of interest on our map

[Download the App](#)

Message, data and roaming rates may apply. Availability subject to handset limitations and features may vary by handset or service provider. Coverage and app stores not available everywhere. If you're under 18, get parent or guardian permission first.



CLEANING

When you stay at Aulani Resort, enjoy peace of mind knowing that your room will be thoroughly cleaned prior to your arrival and serviced during your stay. Plus, common areas will receive increased cleaning.

Common Areas

We've increased cleaning in high-traffic areas such as public elevators, handrails, benches, tables, handles, restrooms and more.

Housekeeping

Prior to your arrival, your room will undergo thorough cleaning—with attention to high-touch areas, like TV remotes and door handles.

And during your stay, your room will receive a light cleaning service every other day, which will include:

- Removal of trash and used towels
- Replenishment of towels and amenities
- Wiping and cleaning of the vanity and counter surfaces

You can also decline every-other-day service.

Please note that:

- If you're a Disney Vacation Club Member using your Membership to stay, you'll receive service on the 4th and 8th days, unless you decline that service.
- If there is more than one room on your reservation and you choose to decline service, your selection will apply to all rooms on the reservation.
- We reserve the right to enter any Villa or room at Aulani Resort for maintenance, safety, security or any other purpose, even if the Room Occupied sign is displayed on the room door.

[View additional Aulani Resort Policies](#)



PARKING & TRANSPORTATION

Self-parking and the Alamo car rental desk (hours 8 a.m. - 1 p.m. HST) will be available. **Parking fees apply.**

Transportation options currently unavailable:

- Valet service
- Aulani Shopping shuttle
- Ko Olina Resort shuttle



RESORT SERVICES

Some Aulani Resort services will be modified or unavailable during the initial reopening period, based on physical distancing and health guidelines.

Changes include:

- **Bell Services** will deliver luggage to rooms, but will not escort Guests
- **Deliveries** may only be made to occupied rooms
- **Dry-cleaning and valet laundry services** will be temporarily unavailable; self-service laundry service will remain available



DINING EXPERIENCES

During the reopening period, many dining experiences will be modified, limited in capacity, or unavailable based on physical distancing and health guidelines.

Before you dine at Aulani Resort, please be aware that you'll need:

- **Face coverings** for each Guest age 2 and up, which must be worn in all public areas—including while entering and exiting dining locations—and can be removed while eating or drinking.
- **Reservations:** Upon the reopening of 'AMA'AMA and Makahiki restaurants, a confirmed dining reservation will be required and will be limited to Resort Guests only.

Please note: Cashless or contactless forms of payment are highly recommended.

Available dining locations:

- Makahiki Bounty of the Islands* – Dinner only
- Ulu Cafe
- Off The Hook*
- Poolside Service
- Wailana Coffee and Pool Bar
- Pāpālūa Shave Ice
- The 'Ōlelo Room*
- Mama's Snack Stop – Fridays, Saturdays & Sundays only

**Limited seating available for Resort Guests only*

Temporarily unavailable:

- 'AMA'AMA Restaurant
- Character dining

- KA WA'A Lū'au
- Mama's Snack Stop
- Little 'Opihi's
- Private Dining

Health and Hygiene

New measures have been implemented across Aulani Resort dining locations to promote health and hygiene, including:

- **Enhanced Cleaning:** We've increased cleaning in high-traffic areas such as public elevators, handrails, benches, tables, handles, restrooms and more. Additionally, seating areas, dining areas and pagers will be cleaned between Guests.
- **Temperature Screenings:** Guests dining in table-service restaurants at Aulani Resort will undergo a temperature screening prior to entering the location. Anyone displaying a temperature of 100.4 F or above will be directed to an additional rescreening. Those with temperatures 100.4 F or above will not be allowed entry; those in their party will not be allowed entry either.
- **Reduced-Contact Menus:** At quick-service restaurants, menus are displayed on signage. At table-service restaurants, Guests will scan a code with a mobile device to access the digital menu.
- **Self-Serve Changes:** Beverages and other items that were previously self-serve, including the refillable mug program, will be suspended.
- **Cashless Payments:** At this time, it is recommended all Guests use cashless payment options, including debit cards, credit cards and Disney Gift Cards. Guests can also opt for contactless payment options—such as mobile wallets—ore use cash to purchase a Disney Gift Card at select merchandise locations throughout the resort. Aulani Resort hotel Guests can also charge their purchases from select locations to their Disney Resort hotel folio.

Dining Experiences

Additional changes to Aulani Resort dining experiences include:

- **Menu** items may vary.
- **Dining locations** will be limited in capacity. Some locations will remain temporarily closed.



RESORT AMENITIES, ACTIVITIES AND RECREATION

Amenities, activities and recreation will be modified based on physical distancing and health guidelines.

Pools

- Pools may operate with reduced hours, and will operate with reduced capacity to allow for physical distancing
- Wailana adult pool will be available for all ages
- Select poolside activities may be available

Beach

- Beach chair availability may be reduced to allow for physical distancing

Fitness Center

- Mikimiki Fitness center will remain temporarily closed until further notice.
- Instructor-led fitness classes will not be available

Available Amenities, Activities and Recreation

Activities and schedules will vary, and reservations will be required for most activities with reduced capacity. The schedule of activities will be shared during your stay, but may include:

- All feature pools and whirlpool spas
- Waikolohe Stream lazy river
- Tubestone Curl and Volcanic Vertical water slides
- Menehune Bridge
- Keiki Cove splash zone
- Rainbow Reef activities*
- Menehune Adventure Trail

- Make Your Own Mickey Ears*

**additional charges apply*

Merchandise Locations

In Aulani Resort merchandise locations, Guests may continue to discover favorite Aulani and Hawaii items, with some modifications to the shopping experience that will help us manage capacity and foster physical distancing.

- Limited hours of operation
- Cashless and contactless transactions will be encouraged
- Returns: In-person returns will be available upon the reopening of our merchandise locations.

Temporarily Unavailable

The following amenities and experiences will not be available during the initial reopening period:

- Laniwai Spa
- Painted Sky: HI Style Studio
- Aunty's Beach House
- Luana Lounge
- Ho`okanipila (Ukulele Lessons)
- 'Ohana Hula
- Hale Manu

Additionally, the following special offerings will not be available during the initial reopening:

- 'Ohana Movie Night
- Shake-A-Shaka Pool Party
- Instructor Guided Tours, including photo tours
- Disney Animation
- Kapala Ki'i (T-shirt stamping)
- Painting Programs
- Surf's Up, A Surfin, Fishin, Dancin Party
- Fish Are Friends
- Kakamora Chaos
- DVC Member Hour
- Aulani Chef Demonstrations, including Mimosas and Macrons, and Aulani Mixology Workshop



FACE COVERINGS

Face coverings are required for anyone (ages 2 and up) who enters Aulani property. Please bring your own face coverings and wear them at all times, except when dining or swimming. You may remove your face covering while actively eating or drinking, but you should be stationary and maintain appropriate physical distancing.

All face coverings (whether disposable or reusable) must:

- Be made with at least 2 layers of breathable material
- Fully cover the nose and mouth and secure under the chin
- Fit snugly but comfortably against the side of the face
- Be secured with ties or ear loops and allow the Guest to remain hands-free

At this time, based on guidance from health authorities, neck gaiters, open-chin triangle bandanas and face coverings containing valves, mesh material or holes of any kind are not acceptable face coverings.

Costume masks are also not considered appropriate and are prohibited from being worn.

The use of face coverings is not a substitute for physical distancing.



SMOKE-FREE RESORT

As part of our commitment to promoting health and safety for our Guests, Disney Vacation Club Members and Cast Members, Aulani Resort is now a smoke-free resort. Smoking locations have been removed and smoking will not be permitted on premises.

As a reminder, Hawaii state law prohibits smoking (including e-cigarettes) on the beach within the state.



MEETINGS AND EVENTS

The Aulani Meeting and Events team will coordinate and customize any additional details as needed. Please contact your Aulani Meeting and Events planner for specific questions about your event or meeting.



CAST MEMBERS, OPERATING PARTICIPANTS, VENDORS AND CONTRACTORS

We've adopted a number of new policies and practices for Cast Members, Operating Participants, Vendors and Contractors at Aulani Resort.

- **Training:** Cast Members receive additional training on new measures as well as the continued importance of personal health and hygiene, such as handwashing and of course, staying home when ill. For some, this includes training on how to help everyone who visits to follow new health and safety measures, including wearing a face covering and maintaining physical distancing.
- **Health and Hygiene:** We've enhanced the cleaning in work areas, adjusted our work practices to promote physical distancing, and are requiring all Cast Members, Operating Participants, Vendors and Contractors to wear face coverings.
- **Health screenings:** Cast Members must complete health screenings prior to their shift and are required to stay home if they are not feeling well. All Vendors, Contractors and Operating Participants are also required to conduct health screenings of their employees and prohibit employees from entering Aulani Resort if they do not pass the health screening.



MODIFICATIONS, CANCELLATIONS AND REFUNDS

We understand how much excitement, thought and time goes into planning your visit to Aulani Resort. Please know we are here to help you—with a focus on delivering magical experiences and incredible storytelling for everyone who visits.

For Guests with Walt Disney Travel Company packages and room-only reservations booked directly through Disney:

- For upcoming reservations booked through DisneyAulani.com or The Walt Disney Travel Company call (866) 44-DISNEY or (866) 443-4763 to reschedule reservations. Guests under 18 years of age must have parent or guardian permission to call.
- To provide additional flexibility, you may change or cancel your Aulani Resort reservation up to 24 hours prior to arrival date for stays through May 20, 2021 without Disney-imposed cancellation fees. This is a temporary modification to the Resort cancellation and refund policy and applies to both “room-only” bookings and Walt Disney Travel Company vacation packages.
- For “room only” cancellations made less than 24 hours before arrival (including no shows), a cancellation fee will be charged equivalent to the first night’s room rate plus tax. For Walt Disney Travel Company vacation package cancellations made less than 24 hours before arrival (including no shows), a \$400 cancellation fee will be charged. Failure to check in to the hotel on the scheduled arrival date without timely prior notice of cancellation or change will be subject to these fees.
- This temporary policy applies for stays through May 20, 2021 only. Any stays after this date will adhere to the regular cancellation and refund policy, as follows:
- “Room-only” cancellations must be made at least 5 days prior to your arrival. For cancellations made 4 days or less before your arrival date (including no shows), a cancellation fee will be charged equivalent to the first night’s room rate plus tax. Failure to check in to the hotel on the scheduled arrival date without timely prior notice of cancellation or change will be subject to fees equivalent to the first night’s hotel rate plus tax.

- For a Walt Disney Travel Company vacation package—or if you have booked other components with your room such as flight or car rental—the required notification timeframe is 30 days or more, with a \$400 cancel fee if notice is 29 days or less.

Cancellation and refund policies are subject to change.

Please note that cancellation fees imposed by third-party suppliers, including airlines and rental cars, as well as nonrefundable products like travel protection plans, are deducted from refundable amounts for Walt Disney Travel Company packages. You will still be responsible for cancellation charges associated with third-party supplier policies. If you did not book your vacation package or room-only reservations through Disney directly, please contact your travel professional.

For Disney Vacation Club Members:

- Disney Vacation Club will automatically cancel any reservation scheduled for arrival during any closure. Members do not need to cancel the reservation online or contact Member Services.
- As part of our continued efforts to provide flexibility during these uncertain times, Disney Vacation Club has modified the temporary policies regarding expiring Points. [**Please view temporary updates to our cancellation policy**](#)
- As we anticipate high call volume in the days ahead, we encourage you to use the [**Disney Vacation Club website**](#) for general information—and we ask that you contact Member Services only if you need assistance with an existing reservation. Any Member who would like to book a new Disney Vacation Club Resort reservation or modify an existing reservation may do so through the [**Member Online Booking Tool**](#).

Group Reservations

If you're coming to Aulani Resort as part of a meeting, convention, youth program, wedding or other group or celebration, and you have questions about your plans during the closure period, please consult with the organizer of your group or event.