

COVID-19 HEALTH & SAFETY PLAN

Holua Resort at the Mauna Loa Village

(As of December 2020)

VACATION READY

As owners, members, guests, and their families vacation at the resort, their health and safety is our first priority. This also encompasses our valued business partners, contractors, vendors, and associates. While the daily health and safety measures that were already in place at the resort were designed to meet industry standards and address a broad spectrum of viruses, including coronaviruses, Wyndham Vacation Clubs has implemented Vacation Ready in response to the spread of COVID-19. Vacation Ready is an enhanced set of cleaning methods and standards to minimize risk and maximize safety. These best practices were created in partnership with Ecolab to ensure proper hygiene and infection-prevention processes are in place across the resort.

- I. Centers for Disease Control & Prevention Guidance (a compilation of measures provided for reference only; accurate as of Nov. 23, 2020). For additional information, visit www.cdc.gov.
 - Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
 - Avoid close contact; maintain at least six feet of distance between yourself and people outside of your household.
 - Cover your mouth and nose with a mask when around others — everyone should wear a mask in public settings and when around people who do not live in your household, particularly when other social distancing measures are difficult to maintain.
 - Always cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow; do not spit.
 - Clean and disinfect high-touch surfaces frequently.
 - Monitor your health daily and be alert to symptoms, including fever, cough, shortness of breath, and other COVID-19 symptoms.

These recommendations from the Centers for Disease Control and Prevention are in the best interest of everyone who visits our resort for any reason. In order to establish understanding and expectations, we are regularly communicating to all owners, members, guests, vendors, contractors, and associates. Communication channels for our owners, members, and guests include pre-arrival phone calls, emails, and text messages. We reach associates and vendors through emails, attestations, trainings, and meetings. In addition, we use directional signage for social distancing, local ordinance requirements and guidance on amenities restrictions or current closures.

II. Measures and steps the resort has taken or enhanced in response to COVID-19.

Commitment to Cleaning:

In conjunction with Ecolab, we have implemented several enhanced, hospital-grade cleaning measures with disinfectants and equipment, including electrostatic sprayers, meant to elevate the effectiveness and frequency of disinfecting resort spaces. The resort provides masks for owners, members, and guests who did not bring them, hand sanitizing stations have been placed throughout the resort, disinfectants are available by request, and non-essentials such as soft goods have been removed from guest suites to reduce touch points.

Under our enhanced health and safety protocols, all suites undergo an even more robust cleaning regimen before they are available for occupancy. Social distancing measures are followed for all guest interactions, including when servicing suites. All associates wear personal protective equipment, participate in enhanced trainings, and perform supervised health screenings and temperature checks before each shift.

Where applicable, we have implemented new food and beverage procedures, including no-touch coffee dispensers, single-serve, and individually packaged items.

III. Expectations of service, safety protocols, and ordinances.

Our Vacation Ready protocols were designed primarily with our owners, members, and guests in mind. However, we recognize that our associates, vendors, and contractors also play an important part and contribute to the overall health, safety, and experience at the resort. Associates are expected to follow health and safety measures such as washing hands frequently, practicing social distancing, avoiding unnecessary personal contact, wearing face coverings, and avoiding public spaces and refraining from travel when not feeling well. Through a variety of on-site signage, we encourage owners, members, and guests to take these same actions to care for their own health and safety as well as that of associates, vendors, and other travelers.

Resort management and corporate support teams comply with orders set forth by cities, counties, and states governing face coverings, gatherings, and activities.

Face coverings are required for all owners, members, and guests when outside of their suite, including in all property common public areas, such as:

- Lobbies
- Walking through common areas (hallways, stairways, elevators, and parking facilities).
- While outdoors in public spaces when maintaining a physical distance of six feet from persons who are not members of the same household is not feasible, such as pool decks.

There are certain exceptions to the requirement to wear a face covering, such as for children under the age of two, or persons with a medical condition, mental health condition, or disability that prevents wearing a face covering, unless otherwise stated by Hawaii law.

Property Impacts:

On-site amenities and services vary by property and may be restricted by local Hawaii government mandates. At this time, owners, members, and guests should expect that certain amenities and services will be closed or modified to eliminate gatherings and facilitate social distancing. These may include, but are not limited to:

- Closure of hot tubs and saunas;
- Closure or limited occupancy for fitness centers, game rooms, and activity rooms;
- Elimination of gatherings by modifying or canceling activities;
- Elimination of daily housekeeping services (linens and other items may be provided upon request).

Amenities that are open will be managed through a site-specific process. This allows for social distancing and enhanced cleaning.

Other property impacts include staffing based on occupancy levels.

In addition to requirements for social distancing, and to the extent the property is subject to additional Hawaii governmental mandates, the resort is proactively communicating all expectations, such as COVID-19 testing, self-quarantine, and face coverings to owners, members, and guests with reservations through websites, emails, pre-arrival text messages, and phone calls.

COVID-19 is highly contagious. We encourage everyone to take steps to mitigate risk, including following recommendations issued by the Centers for Disease Control & Prevention. We also recommend that all travelers stay up to date on restrictions, requirements, mandates, and ordinances in place for their home as well as their planned destinations.

Hawaii State COVID-19 website: <https://hawaiicovid19.com/>