



NAPILI KAI
BEACH RESORT

COVID-19 HEALTH & SAFETY PLAN



At Napili Kai Beach Resort, the safety and comfort of our guests has always been our top priority. As travel resumes in the islands following the novel coronavirus (COVID-19) outbreak, we want to assure all of our guests that we are doing everything possible to safeguard the health of every guest and each of our staff members.

For over 60 years we have always taken pride in maintaining the highest standards of cleanliness throughout our resort. In response to the coronavirus, we have taken additional measures, particularly in our housekeeping department, to make our cleaning and hygiene protocols even more stringent.

- All staff members have received awareness training emphasizing safety protocols for personal protection equipment, handwashing, cleaning work stations and public areas and physical distancing guidelines and are required to follow all guidelines.
- Staff members with virus symptoms or who have had recent exposure to someone diagnosed with the virus are required to stay home and encouraged to contact their medical provider.
- All staff members are required to check in with their supervisor and pass a prescreening and temperature verification prior to starting their shift.
- Staff members are required to use the PPE and supplies provided by the resort to ensure their own safety and well as the safety of our guests and customers.
- Cleaning supplies used throughout the resort have been verified to be effective against killing NCoV as well as other infectious diseases.

Guest Experience/Guest Registration

- All Front Desk staff have received a certificate of completion for Covid-19 Precautions for hotels through American Hotels & Lodging Educational Institute.
- In line with current Maui County requirements, guests are advised to wear a mask while in public
- Physical barriers have been created at the front desk to ensure proper physical distancing.
- Hand sanitizer and one-time use pens are available at each front desk registration station as well as throughout various areas of the resort.
- Pre-arrival check-in is available to eliminate the need to exchange credit cards as well as photo ID's.

- All Front Desk supplies including pens and key cards are sanitized after each use
- Lobby coffee service has been suspended.
- A water bottle filling station is available in the lobby.

Guest Rooms

- Rooms are cleaned using the highest standard of disinfecting supplies with an additional emphasis on high touch areas and items.
- Disinfectant has been added to all laundry cycles.
- To minimize contact, rooms are serviced only upon request by the guests and when guests are not occupying the rooms.
- Sanitation wipes have been placed in guestroom bathroom amenity baskets and sanitizer spray is available in each guestroom kitchen.
- All check out rooms receive a disinfectant fogging prior to the room being re-occupied.

Public Areas

- Physical distancing protocol and mask wearing signage is posted throughout many areas of the resort.
- Approved sanitation procedures and increased cleaning and disinfecting frequently touched surfaces
- Hand sanitation stations are available throughout the resort in key areas.

Pool Areas

- Pool furniture has been placed 6 feet apart to promote distancing.
- Posted signage relating distancing guidelines.
- Pool furniture is frequently cleaned and sanitized following approved protocols.
- Distance barriers have been installed at our Makai Hale Snack Bar and Towel Desk to assist with proper distancing.
- Masks are required when obtaining towels and/or snack bar ordering.

Fitness Center

- Select equipment has been removed to achieve physical distancing requirements.

- All equipment and surfaces cleaned and sanitized with approved solutions.
- Sanitation wipes station available for guest use on equipment for additional protection.
- Maximum recommended occupancy posted.

Sea House Restaurant

- Physical barriers in place at hostess stand to achieve physical distancing between staff and customers.
- Masks are required in the restaurant as well as outdoor seating areas, except while seated at your table.
- Maximum occupancy is limited to 50% of normal occupancy. All tables have 6 feet of separation.
- Limited seating remains at the bar. Chairs must be 6 feet apart except when guest are in the same party.
- QR code for touchless menu.
- Tables and chairs are fully sanitized after each reservation to ensure comfort and safety of our guest.
- Sanitizer is provided on each table

Weekly Events – Mai Tai and Putting Parties

- Masks are required at both events and guests should follow social distancing protocol.
- All drinks are made and given to guests from behind the portable bar.
- All putting equipment cleaned and sanitized before and after each event.
- Partner parring for the Putting Party is no longer random. Guests are teamed with their own family members whenever possible.
- Maximizing attendance at the Putting Party is limited to 36 guests, two per hole at this time (Reservations required).

Contractors/Vendors/Invitees

- All parties who enter Napili Kai property for any reason must follow all recommendations from the Centers for Disease Control and Prevention. In order

to confirm expectations and understanding of Napili Kai Beach Resort, County and State protocols we regularly communicate to all owners, guests, vendors, contractors, visitors and associates. Various channels are used to reach all parties including emails, newsletters, our website, pre-arrival documentation and phone calls. Additionally signage, distance barriers and hand sanitizers have been placed through both front of house and back of house areas to ensure distancing and hand-washing is followed.

Potential Exposure / Case Reporting

- If a guest reports an elevated temperature but is not in medical distress, the guest should be offered the opportunity to return to their room and gather their necessary belongings before leaving for a medical facility. A member of the management team will escort the guest at a safe distance to their room and to their transportation. Once the guest has gathered their belongings and has left the property the manager will override their entrance door lock with a lock out key to ensure no one can enter the room until medical clearance is provided.
- If the guestroom has other occupants in the guestroom, Napili Kai will follow CDC guidance on required isolation or quarantine procedures for close contacts as appropriate.
- In the case of a positive test, room charges and articles left in the room will be handled on a case by case basis.