



INTRODUCING:

MARRIOTT INTERNATIONAL'S

COMMITMENT TO CLEAN

Marriott
INTERNATIONAL

THE AMERICAS

UPDATED:
JULY 22, 2020

OUR APPROACH

A LONGSTANDING COMMITMENT

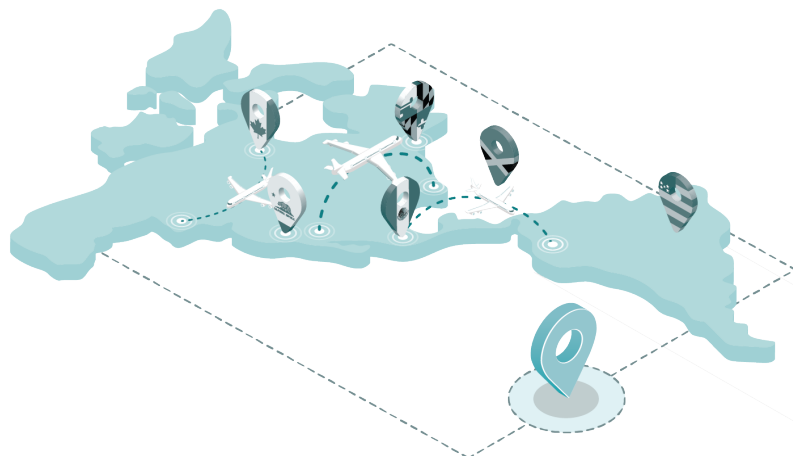
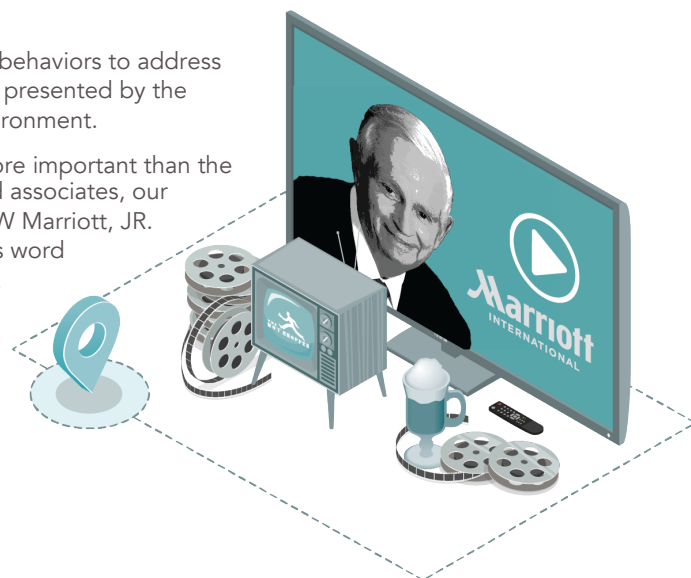
Since our founding over 90 years ago, health and safety have been at the heart of Marriott's approach to hospitality. This commitment to our guests and associates continues to anchor us and it informs our decisions as we adapt to new challenges presented by COVID-19.

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.

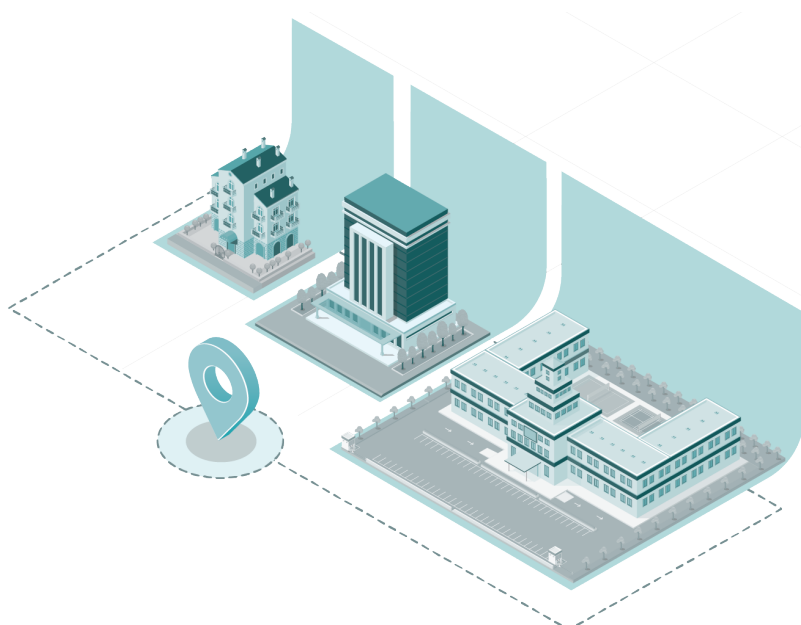
You can count on us, and we know we can count on you.

WE'RE IN THIS TOGETHER.

GLOBAL GUIDANCE, LOCAL EXECUTION

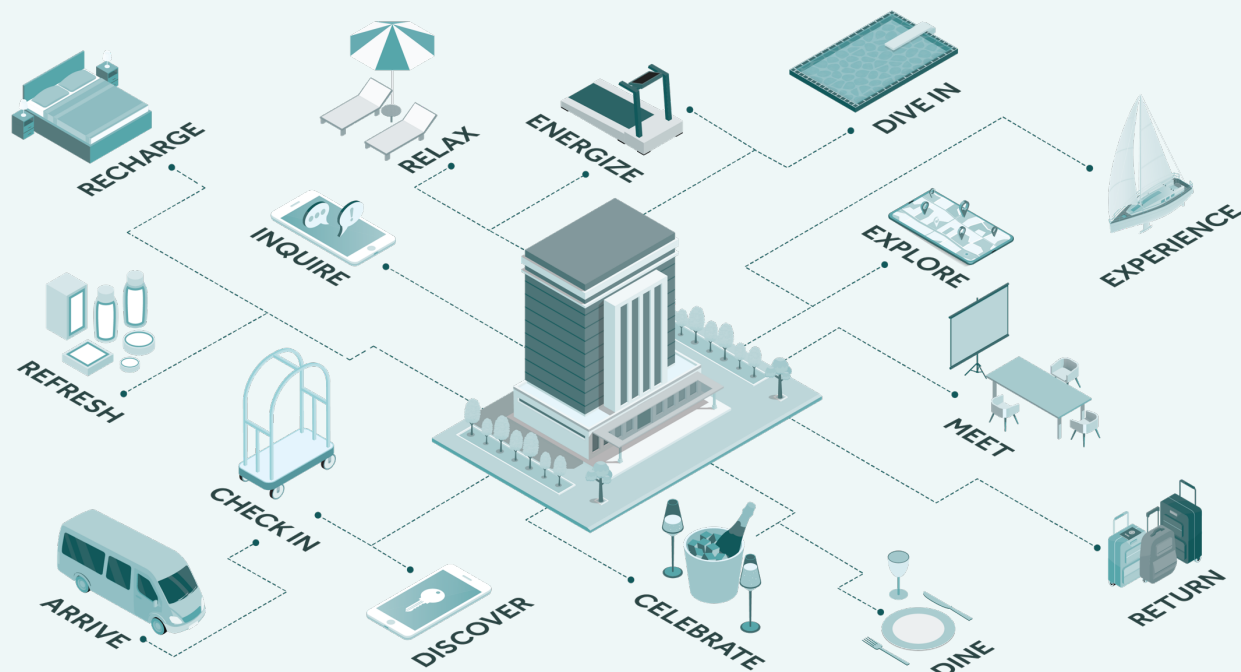
We believe that travel and tourism is a celebration of diversity that connects cultures. Globally, we fly many flags over hotels in more than 130 countries and territories. It has never been more important for us to align with local authorities to fulfill the expectations of us in the communities of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



English



Help



My Trips



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EXPLORE THE WORLD, WITH CONFIDENCE.

At The Laylow, Autograph Collection, we know that travel is an opportunity to pursue your curiosity with confidence and ease.

We've got you covered, especially considering the current circumstances surrounding the COVID-19 pandemic. As part of Marriott International's family of brands, we have implemented a multi-pronged approach to meet the health and safety requirements of our "Commitment to Clean" standards. We wanted to outline a few of the changes and enhancements you should expect during your stay - including changes to our amenities, services and facilities. Information on this page is subject to change without notice.

Here is what you can expect when you're with us.

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 ^

We are also monitoring the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) statements regarding the coronavirus (COVID-19) and are following guidance, as provided, from these agencies and local health authorities.

Required social distancing guidelines dictate that certain hotel services are currently adjusted or unavailable. Please take a moment to familiarize yourself with these guidelines, which include but are not limited to:

- Six-foot social distancing

- Wearing an appropriate face covering in all public areas, including the Fitness Center, as mandated by the Mayor for the City and County of Honolulu
- Thoroughly and frequently washing of the hands
- Hand Sanitizing stations are available around the hotel
- Refrain from shaking hands or engaging in unnecessary physical contact
- Should you become ill, self-isolate, contact local health authorities and notify us immediately. We will promptly undertake additional protocols for your safety and the safety of others.

ENHANCED CLEANING PROTOCOLS & HOUSEKEEPING SERVICE AT THIS HOTEL

- Daily housekeeping services are available upon request.
- For stays of seven days or longer we will service your room every 7th day.
- Essential items will be provided upon request.
- We will also check your room every 3rd day as part of our ongoing commitment to everyone's health, safety and security.

Every guestroom is thoroughly cleaned and disinfected using hospital grade disinfectants, prior to your arrival.

PROPERTY AMENITIES & SERVICES

While we continue to strictly adhere to the safety protocols which are currently in place for everyone's health and safety, we have started to reopen various hotel services for your convenience and enjoyment:

Hotel Services:

- For your dining enjoyment Hideout Restaurant is available for Grab & Go Breakfast and Dine-In Dinner Service. Hours of operation are:
 - Hideout Coffee & Pastries 6AM - 10AM
 - Grab & Go Breakfast: 6AM - 10AM
 - Happy Hour: 5PM - 6PM
 - Hideout Dinner: 5PM - 10PM
 - Live entertainment: 6PM - 9PM
 - All hotel guests receive a 10% discount for Grab & Go Breakfast
- Pool: 7am - 7pm
- Fitness Room: 7am - 9pm
- Gift Shop: Please see the Front Desk.
- Bell/Valet Service and Concierge have been temporarily suspended

FOOD & BEVERAGE OFFERINGS



- Hideout Coffee & Pastries 6AM - 10AM
- Grab & Go Breakfast: 6AM - 10AM
- Happy Hour: 5PM - 6PM
- Hideout Dinner: 5PM - 10PM
- Live entertainment: 6PM - 9PM

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 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:

- **Welcome Gift:** Depending on member level, guests may receive bonus points, discounts or welcome gift on arrival.
- **Late Check-Out:** Gold Elite and above receive 2pm Late Check based on availability
- **Mobile Check-In/Check-Out:** Available for all members
- **Mobile Key:** Available for all members

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 INFO](#)

ARRIVAL AND CHECK-IN PROCEDURE

We look forward to welcoming you to our secluded oasis in the middle of Waikiki. To ensure a smooth arrival, please follow these steps.

Arrival: If you drive you may drop off your passengers and/or luggage and then proceed to the self-parking facility.

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 given a single-use key, as you may only leave your room in the event of a medical emergency.


The Laylow, Autograph Collection

Top Destinations 

For Guests 

Our Company



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