

BE WELL. STAY WELL.

**ENSURING A SAFE, CLEAN AND INVITING ENVIRONMENT IS AT THE CORE
OF OUR COMMITMENT TO PROVIDING THE HIGHEST LEVEL OF HOSPITALITY.**

At 'Alohilani Resort Waikiki Beach, we have initiated and are maintaining industry-leading and scientifically driven elevated cleanliness standards to safeguard the well-being of our guests and colleagues. **Our strengthened safety and sanitizing measures incorporate the latest guidance from the world's leading health authorities, including the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO), and apply to all guest rooms, public and staff-only areas.**

Keeping you safe begins with keeping our valued hotel associates safe. Our dedicated COVID – 19 task force has developed a multi-pronged approach to health and well-being, which stresses cleanliness and hygiene standards and regular education and training. Our associates are equipped to handle confirmed or suspected COVID – 19 cases among guests and colleagues. They understand how to identify potential health risks and are committed to working together to strictly follow all safety and cleaning protocols.

Key Features

- **Keeping our Distance. Social distancing measures** have been implemented in all public, event, and staff –only areas of our hotel.
- **Sanitizer Stations Throughout. Touch-less hand sanitizer stations** are placed throughout all public, event, and staff-only areas of our hotel.
- **Enhanced and More Frequent Cleaning. EPA-rated hospital-grade disinfectants** are standard protocol and used in guest rooms and to clean public, event, and staff-only areas of our hotel.
- **Personal Protection Equipment Required. Orders issued by the State of Hawaii mandate that masks be worn in all public areas.** All hotel associates are required to wear face masks and gloves. Guests are required to wear face masks in all resort public areas.
- **In-Room Safety Kits Provided.** Upon arrival, each room includes a sealed **safety kit** containing a face mask, a pair of disposable gloves and disinfectant wipes.
- **Your Room is Your Room. No hotel personnel enters a guest's room** during their stay without guest permission.
- **Training and Education.** All hotel associates undergo regular training on the **latest safety and cleanliness guidelines.**

Safety

- Proper hand washing and other safety protocol trainings are conducted regularly. Guests are also encouraged to adhere to regular **20-second hand washing/sanitizing guidelines.**
- Front desks are equipped with plexiglass sneeze guards, and all staff (e.g. front desk, concierge, valets, etc.) are **required to wear personal protection equipment (PPE)**, including masks and gloves.
- **Social distance markers** are placed in all public areas (where applicable) to encourage social distancing awareness.
- COVID-19 **policies and protocols are provided to each guest upon check-in** as well as in pre-arrival communication.
- Elevator capacity is limited, as appropriate, to maintain social distances in controlled spaces.
- Should a guest or staff member be diagnosed with COVID-19 after leaving the hotel, all guests and staff that were present at the same time will be notified. If a guest or staff member is diagnosed while staying with us, **proper isolation protocols** will be followed pursuant to CDC and WHO guidelines, and guests and staff will be notified.



ENDORSED BY AHLA

By meeting – and exceeding – all AHLA health and safety protocols, Hotel Figueroa is a proud member of the American Hotel & Lodging Association (AHLA) Safe Stay Program.

Cleaning Protocols

GUEST ROOMS

- EPA-rated hospital-grade disinfectants are used to clean each guest room, with special attention paid to all high-touch surfaces (e.g. door handles, light switches, etc.).
- Your Room is Your Room. No hotel personnel will enter your room during your stay without your permission. 'Alohilani Resort Waikiki Beach provides replenished amenities throughout your stay - including towels and linens – in sanitized packaging. **For stays of 6 or more nights, Full Cleaning Service is provided on day 3. Additional days of cleaning service is available at your request for an additional fee and by appointment only.**
- Upon arrival, each guest room includes a sealed safety kit containing a face mask, protective gloves and disinfectant wipes.
- Guests are encouraged to use mobile keys where available. In the event of key card usage, all guest keys are disinfected via UVC light treatment upon checkout.
- For the laundry and cleaning of bed linens and towels, sealed laundry bags are utilized during transportation to and from the cleaning facility.

PUBLIC AREAS

- We utilize EPA-rated hospital-grade disinfectants throughout all public areas, including:
 - Elevator cabs
 - Public restrooms
 - Pool areas
 - Fitness center
 - Restaurants
- All high-touch public area surfaces such as handrails and door handles wiped down with EPA-rated hospital-grade disinfectants.
- All guest touch points are sanitized after each transaction, including credit cards devices (where applicable) pens, registration countertops and room key cards
- Touch-less hand sanitizer stations are located in key areas throughout our hotel including hotel entrance, front desk, meeting room landings, and elevator landings.
- Pool furniture is cleaned using EPA-rated hospital-grade disinfectants and **chaise lounges are cleaned and covered after each use to identify cleaning has been completed.**

RESTAURANTS & BARS

- Prior to opening each day, we employ EPA-rated hospital-grade disinfectants on all areas.
- Touch-less hand sanitizer stations are placed at entry points.
- Tables and chairs are spaced a minimum of 6 feet apart to allow for safe distances between guests.
- We provide no-touch table service adhering to safe social distancing guidelines.
- Digital menus are be provided via QR code. Single use, disposable menus are also available.
- All shared items and food and beverage areas are sanitized after each use.
- No-touch in-room dining is served with sustainable disposable wares and left outside your door with a knock to let you know your meal has arrived.

MEETINGS & EVENTS

- Prior to commencement of any meeting or event, EPA-rated hospital-grade disinfectants are utilized on all areas.
- Attendance is limited to 35 square feet per attendee to maintain necessary social distancing space.
- No-touch table service is implemented to adhere to safe social distancing guidelines.
- Sustainable disposable packaging is used for all meals and breaks whenever possible.
- Tables and chairs are spaced a minimum of 6 feet apart to allow for safe distances between guests.
- Hand sanitizer stations are placed at all entry points in meeting spaces.
- Safety guidelines are posted at all meeting entryways.
- Breaks are staggered to minimize group sizes.
- Safety protocol reviews with meeting and event planners are conducted prior to any event to ensure adherence to our rigorous policies.

SPA AND FITNESS CENTER

- Thorough and easy-to-follow safety guidelines are posted at the spa and fitness entrance.
- EPA-rated hospital-grade disinfectants are used to clean all communal areas (waiting areas, locker rooms, etc.), with special attention made to all high-touch surfaces.
- All soft surfaces are cleaned with hospital-grade anti-microbial disinfectant and water.
- Touch-less hand sanitizer dispensers are located in restrooms, locker rooms, waiting areas, and in the welcome lobby.
- All furniture, fitness equipment and room layouts accommodate social distancing guidelines.
- All guest touch points are sanitized after each use, including fitness equipment, credit card devices (where applicable), pens, registration countertops, and locker room keys.
- All spa grooming tools are washed, disinfected and properly stored after each client.
- Use of the spa, fitness equipment and classes require an advance reservation to ensure social distancing guidelines. Make your reservation by calling 808-200-5063.