

A woman in a red dress stands on a balcony of a modern, multi-story building with large glass windows and white railings. The building is situated on a cliff overlooking a vast, blue ocean under a clear sky. The woman is looking out at the sea.

Health & Comfort Guidelines

2021 COVID-19 HEALTH
& SAFETY PLAN

Kaimana
BEACH—HOTEL
WAIKIKI

General Information

The hotel continues to monitor the guidelines from the Center of Diseases Control and Prevention (CDC) and is following all health and safety guidelines provided by the local department of health.

The health and safety of all persons on premises (including guests, customers, invitees, contractors, and vendors) are a priority. The hotel's already rigorous cleaning regimens and protocols have been increased. Enhanced cleaning and sanitation practices have been put in place throughout the property and the overall cleaning frequency has been increased.

The health of our employees is being carefully monitored. All employees will be temperature screened when they arrive to work. Employees wear masks and gloves as required by local department of health guidelines.

We require every guest present a COVID-19 test result from a Trusted Travel Partner upon check-in. The hotel will take necessary steps should a guest test positive for COVID-19 and/or be identified as close contact of a person who tests positive for COVID-19.

Department Protocols

VALET, FRONT DESK & LOBBY

- Luggage will be delivered outside of room, upon guest request.
- Valet stands, carts and storage are disinfected after each use.
- We have reduced physical exchanges at the desk with the exception of: issuing of sanitized keys, items requiring signature, monetary transactions involving cash.
- Lobby re-arranged to accommodate proper spacing.
- Desk, chairs and guest areas are cleaned and sanitized hourly and after each use.

HOUSEKEEPING

- For minimal guest contact if room is occupied, staff will offer to return at alternate times.
- Carts and equipment are sanitized at the start and end of each shift.
- Daily guest linen are delivered and removed from guest rooms in single use sealed bags.
- Extra pillows and blankets are sanitized regularly and available upon request.

MAINTENANCE

- All tools, equipment, cart, etc. are disinfected after each use and at shift change.
- Items being replaced in guest rooms are disinfected prior to installation.
- Replacement items are placed in a sealed plastic bag when possible.
- Specific times are arranged with guest for room entry to minimize contact.
- A/C filters for each suite are checked and replaced regularly.

RESTAURANT

- Restaurant tables are placed at least six feet apart.
- Reservations will be limited to six people at the most.
- Bar stools will be arranged in groups of two and each group will be six feet apart.
- Host stand will be arranged in a way that promotes safe distancing from all guests that arrive and interact with any staff members.
- Single use menus will be used.
- Sanitizer will be available to guest and all table tops, chairs, chair cushions, bar stools, check presenters, pens and POS terminals will be sanitized after each use.



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