



Volcano House

Personal Protective Equipment (PPE) All associates, vendors and contractors who are working at, or on behalf of the hotel, must wear a face mask or face covering as a part of their uniform. All guests are required to wear personal face masks or coverings over their nose and mouth at the Volcano House to abide by the State of Hawaii proclamation. Conduct temperature or employee wellness checks at the start of shifts to ensure employee does not exhibit COVID19 symptoms (fever > 100.4 F, cough, shortness of breath/difficulty breathing). All incoming guests to the Volcano House are also subject to a temperature wellness check to insure the safety of all guests and employees.

Physical Distancing & Queuing: As recommended by the CDC's social distancing guidelines, guests shall be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue. Such areas are clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. Lobby furniture and other public seating areas are reconfigured to promote social distancing.

Public Spaces and Communal Areas: Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, door handles, public bathrooms, room keys and locks, stair handrails, dining surfaces, all seating areas, and all surrounding areas

Guest Rooms: Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard nonporous items including toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The frequency of room cleaning during a guest's stay may be altered based on guest requirements. In anticipation of individual concerns of guests, housekeeping shall not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out.

Laundry: Linens, towels and laundry shall be washed in accordance with CDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.



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Room Recovery Protocol: In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines.

Hotel Front Desk and/or Concierge: Front desk agents shall practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible. The use of technology to reduce direct contact with guests, lobby population and front desk queue is encouraged, where feasible. In addition, contactless payment processes are encouraged, and when not available, employees will minimize contact as much as possible.

Washing Hands & Hand Sanitizer : CDC guidelines shall govern the duty of all hotel employees to engage in frequent hand washing and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer is recommended. Hand sanitizer dispensers shall include no less than 60% alcohol content. As available, dispensers shall be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances, but could also include any other reception areas, entire hotel lobby areas, restaurant entrances, and other public areas as applicable.

Food & Beverage: Food and beverage service shall reduce in-person contact with guests and also minimize dining items for increased sanitation. Traditional room service shall be replaced with a no-contact delivery method. Sneeze and cough screens shall be present at all hostess and cashier stations. The use of prepackaged foods and 'grab & go' items shall be the preferred method of food delivery.

Front of the House Signage: During all times in which the usage of masks is recommended by the CDC and/or other local health authorities, health and hygiene reminders are placed at high-traffic areas on property, including the front lobby area at a minimum, indicating the proper way to wear, handle and dispose of masks.

Back of the House: Cleaning and disinfecting of all high touch areas are in accordance with CDC guidelines, including at least twice per day in high traffic areas. Handwashing stations and access to hand sanitizer are located in convenient areas and are highly visible. Shared Equipment, Shared tools and equipment are disinfected after each shift or transfer to a new employee.



Welcome to:

Volcano House

The health and safety of our guest and employees is our top priority during your stay. We have implemented continuous cleaning and disinfecting efforts to meet the requirements of Centers of Disease Control and Prevention (CDC).

To keep our guests and employees safe during this pandemic, the CDC recommends the following:

- Wear a mask to protect yourself and others and help stop the spread of COVID 19
- Stay at least 6 feet (about 2 arm lengths) from others who do not live with you
- Washing hands with soap and water whenever possible to reduces the amount of many types of germs and chemicals on hands. But if soap and water are not readily available, using a hand sanitizer with at least 60% alcohol can help you avoid getting sick and spreading germs to others
- Avoid touching your eyes, nose, and mouth and cover coughs and sneezes

In addition, we have made the following adjustments to our operations and service offerings:

- At check in, electronic equipment and pens are disinfected after each use
- At check in, interisland and transpacific guests are required to present a digital or written document showing a negative Covid-19 test result
- If you have taken a Covid-19 test and are awaiting results, you are subject to a mandatory 10-day quarantine until at such time a negative document can be provided
- Our housekeeping and maintenance teams will not be servicing your rooms unless there is an emergency. We will be happy to deliver requested items to your room and leave them outside of your door with a knock to alert you of delivery
- Coffee services are located in your room or in Uncle George's Lounge during restaurant business hours
- Nightly Guided Tours, Bike Rentals, and Board Games have been suspended until further notice.

Please Initial Below:

_____ I understand the precaution Volcano House has implemented and will abide by the CDC recommendations during my stay to prevent the spread of Covid-19

_____ Neither myself, or anyone staying under my reservation is currently experiencing any symptoms of Covid-19

_____ I have entered an approved negative Covid-19 test result into the Hawaii Safe Travels Website, for myself and anyone staying under my reservation