



COMMITMENT TO EXCELLENCE

COVID-19 HEALTH, SAFETY, & SECURITY STANDARDS



Halekulani
On the Beach at Waikiki



Halekulani Corporation and Halekulani
have always been committed to
maintaining the highest level of service excellence
for both guests and employees.

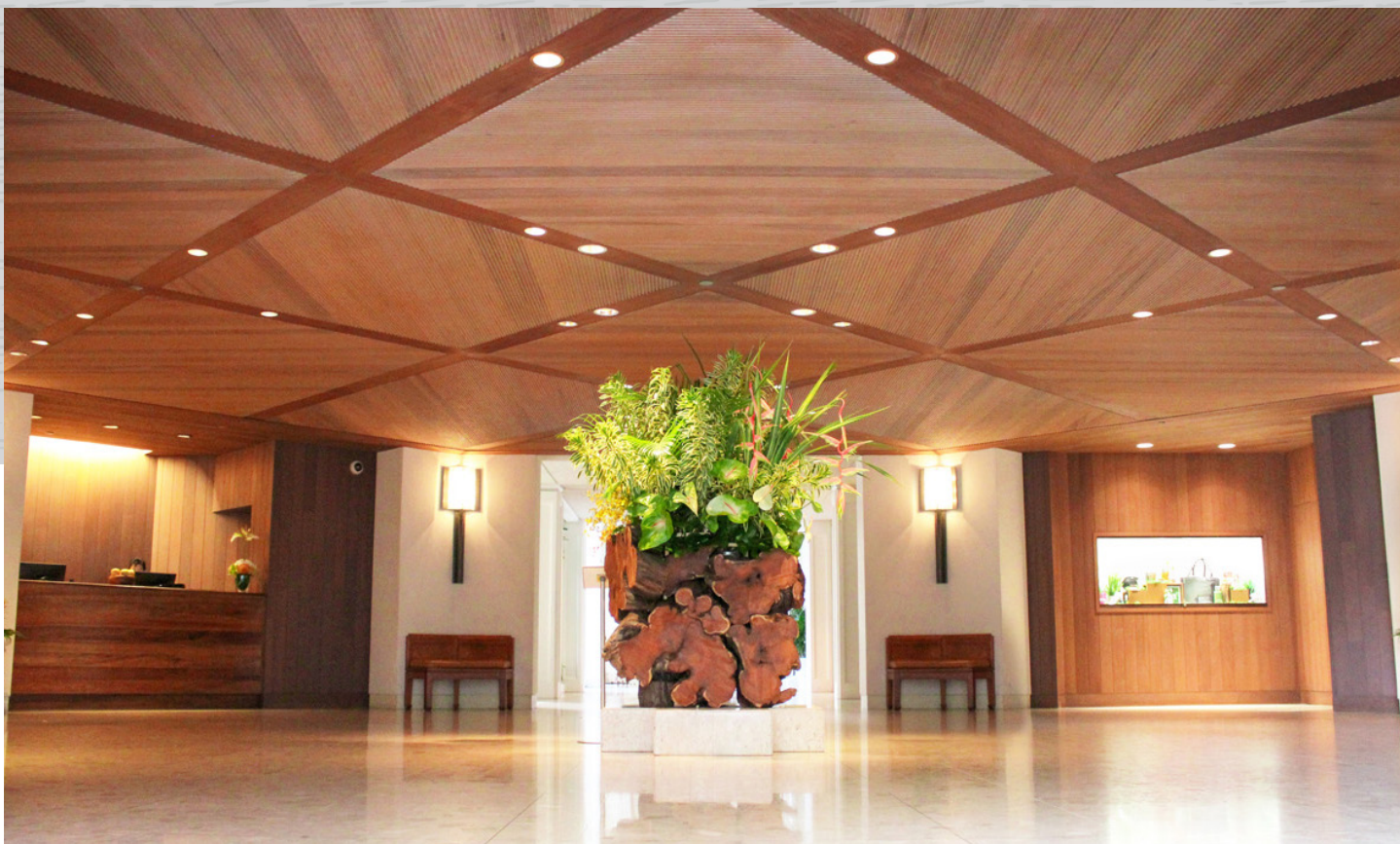


THE GLOBAL PANDEMIC HAS ALLOWED US TIME TO REVIEW, RE-THINK AND ENHANCE ALL STANDARDS, PRACTICES AND PROTOCOLS ON CLEANING AND SANITATION FOR THE PROTECTION OF OUR HALEKULANI FAMILY.

In compliance with government guidelines, support from medical professional experts, as well as exceeding industry standards, we have developed a

comprehensive program to address and maintain a safe and clean environment.

Our “Halekulani Health” program provides stringent guidelines, while still reflecting the luxury standards that our guests have come to expect. The following highlights the types of new and revised protocols and procedures that will be implemented.



Employee Practices

- All employees, vendors, and contractors must check in and out through security, where mandatory thermal screening and screening questions will be asked, and required safety protocols will be mentioned.
- Social distancing guidelines enforced throughout employee and guest areas.
- Mandatory Personal Protective Equipment (PPE) required and provided for all employees.
- Designated health and safety champions in every department and on each shift.
- Handwashing and touchless hand sanitizer stations placed throughout the property.
- Extensive training on new health and safety standards and procedures.
- Employees who become ill will be sent home.
- Employees who have COVID-19 will be required to stay home.

Guest Experience

- Our health policies will be informed to guests upon making a reservation, included on their confirmation, included in their pre-stay message, and mentioned upon arrival.
- Disinfection of luggage prior to guestroom delivery & upon departure available.
- Face masks required in all public areas for all guests two years old and older (face masks and gloves available).
- Touchless hand sanitizer stations available throughout high-traffic areas.
- Hourly thorough cleaning and sanitizing in high-traffic areas such as Lobby, Elevators, Hospitality Room, Fitness Studio, Pool, Public Restrooms, Restaurant, and Bakery.
- Frequent disinfection of commonly used surfaces including doors, door handles, elevator buttons, ATM machine, touchless water refilling stations, and countertops.
- Social distancing guidelines enforced throughout hotel public areas.
- Elevators will be cleaned hourly and will be limited to a maximum of four people.
- Bell carts will be disinfected before and after each use.
- Guests who are not feeling well will be asked to inform the Manager on Duty immediately and will be asked to follow the current guidelines by the CDC and the State of Hawaii Department of Health.
- Plexiglass transmission barriers have been added at the front desk to provide extra protection to the guests and staff.



Guestrooms

- Housekeeping service available upon request.
- Contactless delivery to guestrooms provided.
- Electrostatic Disinfection Equipment and EPA-approved products used for cleaning and sanitation.
- Minimum 24-hours required between each guest use.
- Room assignments will allow for social distancing.

Dining

- Our health policies will be informed to restaurant patrons upon making a dining reservation and mentioned upon arrival.
- Electrostatic Disinfection Equipment and EPA-approved products used for cleaning and sanitation of restaurants.
- Frequent disinfection of commonly touched surfaces to include tables, chairs, hostess stand, countertops, kitchen equipment, and appliances.
- Contactless and printed one-time use menus available.
- Touchless hand sanitizer stations available.
- Face masks required upon entrance and exit to restaurant; can be removed while dining (face masks available).
- Updated floor plans at restaurants to allow minimum 6-foot distance between tables.
- Entry and exit to the restaurants will allow for one-way traffic and adherence to social distancing guidelines.
- Number of guests at each dining table will be limited to current Hawaii State Standards and U.S. Centers for Disease Control and Prevention (CDC) Guidelines.
- Employees are certified for proper food safety and handling through ServSafe programs.
- Plexiglass transmission barriers have been added to the hostess stand to provide extra protection to restaurant patrons and staff.
- Upon arrival to the dining facility, a temperature check will be done on each restaurant patron.
- In-Room Dining will be available daily from 6:00 am to 10:00 pm. Contactless delivery will be provided to ensure the comfort, safety, and privacy of the guests.



Pool

- Electrostatic Disinfection Equipment and EPA-approved products used for cleaning and sanitation of pool deck and area.
- Touchless water refilling station available.
- Touchless hand sanitizer station available.
- Hourly thorough cleaning and sanitation of high-touch surfaces such as pool and hand rails, stairway handrails, public restroom doors, door handles, sunscreen station, chairs, tables, cabanas, pool attendant station, and shower.
- Use of Electrostatic Disinfection Equipment for volume disinfecting areas such as the pool deck, lounge chairs, and tables.
- Availability of lounge chairs, tables and cabanas adheres to social distancing guidelines.
- Signage will be posted on physical distance guidelines.



Fitness Studio & Hospitality Room

- Use of facility by reservation only.
- Layout of equipment and furniture adheres to social distancing guidelines.
- Social distancing with maximum capacity in space enforced.
- Electrostatic Disinfection Equipment and EPA – approved products used for cleaning and sanitation of both the Fitness Studio and Hospitality Room.



THE ABOVE LISTS SERVE AS AN OVERVIEW OF HALEKULANI HEALTH. We will continue to update our safety and health measures in accordance with and based on guidance from various experts and health organizations, including Hawaii local and state authorities and the U.S. Centers for Disease Control and Prevention (CDC).

Please know that we are taking every necessary precaution to safeguard our guests and staff. Our goal is to make you feel safe and at home, while still enjoying the same warm hospitality you have come to know and love at Halekulani.

For any further questions or concerns related to our prevention efforts surrounding COVID-19, please contact our Guest Relations team at 808-923-2311 or reservations@halekulani.com. We look forward to welcoming you back.

FOR THE MOST UPDATED INFORMATION, PLEASE VISIT THE FOLLOWING SITES:

World Health Organization (WHO) ► www.who.int/emergencies/diseases/novel-coronavirus-2019

Centers for Disease Control and Prevention (CDC) ► www.cdc.gov

State of Hawaii Department of Health ► www.hawaiiicovid19.com