

# MAHALO FOR HELPING US MITIGATE RISK

## 4 CHANGES WE'RE MAKING IN RESPONSE TO COVID-19



At Pacific Marina Inn, you've always been able to count on us for unmatched convenience. And now, you can count on us to deliver that convenience with extra caution too.

**Below are four key operational changes we've made in response to COVID-19.**

### 1 Creating Personal Bubbles in Public Spaces

**1** We've installed social distancing markers throughout our store and front desk areas. We've capped the capacity in our canoe hut, our courtyard, our pool and our store. And we've installed Plexiglas barriers at all of our checkout counters. We want to make it as easy as possible for every person to enjoy their personal space.

### 3 Housekeeping Up With the Times

**3** After each guest checks out, we're now using an aerosol disinfectant as part of our housekeeping protocol. And to avoid having staff members enter occupied rooms, we've temporarily suspended our stayover service (the daily housekeeping service we normally provide guests). However, if you'd like fresh linens or toiletries during your stay, just give us a call at the front desk between 6 a.m. and 3 p.m., and we'll prepare all the items you need for pickup.

### 2 Keeping Communal Spaces Squeaky Clean

**2** We're sanitizing all the tables and chairs in our public spaces twice a day. We're cleaning our communal restrooms and our front desk counters even more frequently. We're disinfecting room cards and pens after each and every guest. In short, we're having some good, clean fun.

### 4 Asking Everyone to do Their Part

**4** We're asking our staff members to wear personal protective equipment during their shifts. We're asking guests to limit group gatherings in our courtyard and pool area. And we're asking everyone to respect social distancing guidelines. Because as far as we're concerned, protecting your health isn't too much to ask for.

Given Covid-19 we would prefer debit/credit cards over cash.

**Protecting your safety and preserving your aloha state of mind are both particularly important to us. If there's anything we can do to make your stay at Pacific Marina Inn even better, please let us know.**

Thank you from your grateful staff at Highway West Vacations.

aloha@pacificmarinainn.com  
808/836-1131  
2628 Waiwai Loop, Honolulu, Hawaii 96819





## COVID-19 (Corona Virus Disease) Health and Safety Plan for Pacific Marina Inn

Welcome to Pacific Marina Inn,

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

To keep our staff and guests healthy during this pandemic, the CDC recommends the following:

- A minimum 6 ft of distance from others.
- Clean your hands often with soap and water for at least 20 seconds.
- Use hand sanitizer that contains a minimum 60% alcohol.
- Avoid touching eyes, nose & mouth.
- Stay home if you are sick, cover coughs and sneezes and discard tissues.

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

- At check-in, electronic equipment and pen has been disinfected for your use.
- Please note, our housekeeping and maintenance team will not be servicing your room unless there is an emergency. We will be happy to deliver requested items to your unit and leave outside your door with a knock to alert you of delivery.
- Your room has been disinfected for your protection with mist sprayer.
- If you experience any symptoms of COVID-19 during your stay or upon returning home, we kindly ask you call us at 808-836-1131 to inform us so we can take the necessary precautions to ensure the overall safety of our associates and other guests.
- If you have taken a COVID-19 test and are awaiting results or have any symptoms or been exposed to some, we need to know.

Please Initial below:

\_\_\_\_\_ I understand the precautions Pacific Marina Inn has implemented and will abide by the CDC recommendations during my stay to prevent the spread of COVID-19.

\_\_\_\_\_ Neither myself, nor anyone staying under my reservation is currently experiencing any symptoms of COVID-19.

\_\_\_\_\_ Neither myself, nor anyone staying under my reservations is awaiting test results for COVID-19.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Room#: \_\_\_\_\_