



THE KAHALA  
CLEAN PROMISE

**COVID-19 Health and Safety Plan**

At The Kahala Hotel & Resort, we are focusing on the health and safety of our guests, employees and community during the COVID-19 pandemic. We are eager to deliver The Kahala's luxury service with an enhanced level of health and safety.

The Kahala Clean Promise is carefully developed in accordance with directives from the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), Hawaii State Department of Health (DOH) and local government.

The Kahala Hotel & Resort is GBAC STAR™ accredited.

We are committed to providing our guests with the safest and cleanest experience possible. For the safety of our guests and employees, we have implemented new staff training on cleaning and disinfecting techniques, use of PPE and contact tracing. All social distancing guidelines are being followed and the presence of hand sanitizer stations have been increased throughout the resort.



## Guest Well-Being

### HAND SANITIZER STANDS

Hand sanitizer dispensers are placed at key guest entrances and high-contact areas such as, but not limited to, the front desk, front drive, concierge desk, restaurant entrances, retail outlet entrances, and meeting spaces.

### WEARING A MASK

Guests are required to wear a mask in all public areas. If guests don't have a mask, the hotel will provide one.

### COVID-19 INSTRUCTIONS

Guests will be given a COVID-19 instructions/guidelines letter on their guest room confirmation and upon check in at the front desk. They will be asked to sign a form acknowledging their understanding and commitment to following the guidelines. Guests are expected to follow these guidelines while on the hotel property for everyone's wellness. Guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify a manager or hotel security. Our employees have been given clear instructions on how to report all presumed cases of COVID-19 on property.



Employees who exhibit symptoms of COVID-19 as outlined by the CDC must also stay home until they are cleared by a physician and/or DOH to return to work.

### **PROTECTIVE SHIELD**

Plexiglass guard shields are placed at specific locations, such as but not limited to, the front desk, host stands, retail counter desk, and pool kiosk, to minimize the risk of potentially spreading the virus.

### **SIGNAGE**

Health and safety guidelines are placed throughout the property.



## **Kahala Team Well-Being**

### **HAND WASHING**

Frequent hand washing with soap is vital to help combat the spread of the virus. All employees have been instructed at a minimum to wash their hands every hour for 20 seconds.

### **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

Appropriate PPE is worn by all employees based on their role and responsibilities. Training on how to properly use and dispose of all PPE is mandatory.

- Every employee entering the resort is provided a mask and is required to wear that mask while on property. Gloves are provided to employees whose responsibilities require them, such as housekeeping and public area attendants.
- All employees must wear gloves when handling cash.

### **COVID-19 TRAINING**

All employees are trained in COVID-19 safety and sanitation protocols. All employees participate in ongoing training as conditions regarding COVID-19 change. Employees are also asked to adopt a pledge to diligently make efforts not only while at work but at their homes to prevent the virus and protect everyone around them.





### **EMPLOYEE ENTRANCE**

Each employee must have their temperature taken prior to starting their shift. Anyone displaying a temperature over 100.4°F will be denied entry onto the property and will be directed to return home. They must also fill out a health screening form.

### **PHYSICAL DISTANCING**

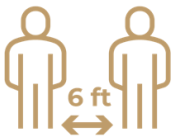
Employees and guests are advised to practice strict physical social distancing by standing at least 6ft away from others. Guests are asked to maintain this distance from those outside of their group/family.

### **HAND SANITIZER STANDS**

Hand sanitizer dispensers are placed at key employee contact areas such as entrances and high-contact areas, such as but not limited to, locker rooms, employee cafeteria, and employee entrance.

### **SIGNAGE**

Health and safety signage are placed throughout the back of the house.



## **Physical Distancing**

### **GUEST CHECK-IN/OUT**

There are Kahala flower 6ft logos placed on the floor in front of the front desk indicating the location of where guests may stand when waiting in line. These logos are used throughout the hotel to mark a safe social distance of 6ft.

### **BACK OF THE HOUSE**

Physical distancing is strongly enforced in the employee cafeteria, locker rooms, shared office spaces, and other high-use areas. All furniture has been spaced out to 6ft distance and all employees must sanitize the area after they use.



## RESTAURANTS

All seating is spaced 6ft apart and Kahala flowers are strategically placed on the floor throughout the restaurant floors to indicate the location of where guests should stand when waiting in line.

## HOTEL GUEST ELEVATORS

There are Kahala flowers placed on the floor indicating the location of where guests may stand. To ensure the safety of everyone, only 1 family or party is allowed in the elevator.



## Cleaning Products and Protocols

### CLEANING PRODUCTS

Our resort uses cleaning products and protocols which meet DOH and CDC guidelines. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE. We are also using the Apollo UV-C Lamp. The UV-C light helps kill bacteria, viruses, allergens, and mold efficiently. It's chemical free sanitation method that disinfects and helps create a safer environment. We are also using the electrostatic spray to disinfect public places, guestrooms, and high-touch areas to insure a higher level of sanitation.

### PUBLIC SPACES AND COMMUNAL AREAS

The frequency of cleaning and sanitizing has been increased in all public spaces. Emphasis has been given to high-contact surfaces.

### GUEST ROOMS

Industry-leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats, handles, telephones, light switches, temperature control panels, and alarm clocks. All bed linens and towels are replaced after each guest checks out. In order to maintain physical distancing procedures, bed linens and towels will not be changed until the guest checks out (an exception will be made if a guest requests linens and towels be changed).



### **DRY CLEANING/LAUNDRY**

Dry cleaning & laundry service is currently available on Mondays, Wednesdays and Fridays. Items must be received before 9am and will be returned the same day by 6pm. Any requests for dry cleaning and laundry service on non-operating days, please inquire with the housekeeping department.

### **HOTEL GUEST ELEVATORS**

Elevators are sanitized a minimum of once per hour.

### **RESTAURANTS**

The frequency of cleaning and sanitizing has been increased in all restaurants, including host and cashier stands. Dining tables, chairs, and trays are sanitized after every use.

### **BACK OF THE HOUSE**

The frequency of cleaning and sanitizing has been increased in high-traffic back of house areas with an emphasis on the employee cafeteria, employee entrances, employee locker rooms, employee restrooms, loading docks, offices, kitchens, and the security office.

### **SHARED EQUIPMENT**

Shared tools and equipment are sanitized before and after each shift as well as any time the equipment is transferred from one employee to another. This includes phones, radios, computers, payment terminals, kitchen implements, engineering tools, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the resort.

### **AIR FILTER AND HVAC CLEANING**

All guestroom A/C units are individually self-contained. The frequency of air filter replacement and HVAC system cleaning has been increased.



## **Protocols and Procedures by Department**

**All employees must wear appropriate Personal Protective Equipment (PPE) and follow physical distancing guidelines.**

### **FRONT DESK**

- Sanitize all high-touch surfaces after each transaction including credit card devices, room keys and registration countertops.
- Oshibori (courtesy warm towel) service is discontinued until further notice.

- Kahala flowers are strategically placed on the floor in front of the front desk showing the location of where guests should stand when waiting in line.
- As a means to limit in person contact, the guest may check out electronically using the television in their room.
- Plexiglass guard shields are placed at the check-in/check-out counter to protect both the guest and front desk staff.
- At the registration desk, guests can scan the QR code to obtain the most updated property information.
- All guests must have their temperature taken using a temporal thermometer and Health Screening Declaration form must be filled out by each guest upon check-in.
- All guest are asked to present a negative COVID test result from trusted partners.
- Should a guest have to be quarantined in their guest room, the front desk must code their key card to a “one-time key card” upon check in. If the guest must be quarantined after their initial check in, the front desk must replace their existing keys with a single “one-time key card” immediately. This one-time key card will not allow the guest to re-enter their room if they leave the room. This measure has been taken in order to comply with the states mandatory out of state traveler 10 day quarantine order set forth by Governor David Ige. Should a guest be positive with COVID, they are immediately quarantined in hotel’s quarantined designated floor. DOH and/or Attorney General’s office is called and informed. Should a guest break quarantine, Attorney General is informed immediately for further steps.
- Shared equipment will be sanitized before, during and after each shift change or anytime the equipment is transferred to a new colleague. This includes phones, radios, computers, printers, payment terminals, keys, and all other direct contact items.
- Any and all close contact tracing needs (if guest or employee exposure warrants) are conducted by Hotel Management and DOH.

#### **FRONT SERVICE AND TRANSPORTATION**

- Self-parking and valet are offered. Shuttle bus services are suspended until further notice.
- Private airport transportation is available through the concierge services. Kahala Kai taxis are also offered.
- Luggage service is available and the bell cart will be sanitized after each use. The front service staff will use a separate elevator to limit in person contact.
- Plexiglass guard shields are placed at the bell desk counter to protect both the guest and front service staff.



## **BUSINESS CENTER**

- The Business Center is open but use is limited to one party at a time and reservations are required. Counters and computers are sanitized after each guest use.
- FedEx shipping service is available.

## **HOUSEKEEPING/LAUNDRY**

- To minimize contact with guests, room attendants are to clean a guest room only when the room is vacant. Daily housekeeping service is available from 8:00am to 4:00pm.
- All bed linens and towels are replaced after each guest checks out. In order to maintain physical distancing procedures, bed linens and towels will not be changed until the guest checks out (an exception will be made if a guest requests linens and towels be changed).
- Employees are required to practice proper hygiene and gloves must be changed after each guest room is cleaned.
- Guest laundry and dry-cleaning services are available using contactless pick-up and delivery protocols.
- Carts and other equipment will be sanitized at the start and end of each shift.
- Guest amenity deliveries will be delivered with contactless procedures.
- Newspapers and magazines will continue to be digitally provided through PressReader.
- Hotel information is viewable on the television and QR code cards in guest rooms.
- High-touch areas, such as lobby, guest elevators, staircases, and public restrooms will be cleaned and disinfected frequently.

## **POOL OPERATIONS**

- Pool seating is configured to allow for at least 6ft of separation between groups of guests.
- Cabanas, lounge chairs, and lounge tables to be sanitized after each use.
- Counters at pool kiosk to be sanitized at least once per hour.
- A maximum of 5 people are allowed in the hot tub. One family at a time.
- Plexiglass guard shields are placed at the pool kiosk to protect both the guest and pool staff.



## **SPA & WELNESS**

- All high-use areas, robes, slippers and equipment will be fully washed and sanitized between each service.
- All appointment times are arranged to allow 30 minutes between each service.



- Each treatment room is equipped with a ceiling fan and outdoor fresh air ventilation options.
- Facial masks are required and 6ft of social distancing will be applied to the extent possible.
- All guests must have their temperature taken at the entrance using a temporal thermometer.
- A Health Screening Declaration form must be filled out by each guest prior to treatment.
- All therapists and nailists wash their hands for a minimum of 20 seconds and sanitize at the start and end of every treatment or service.
- Spa menus are single-use and will be disposed after each use.
- Hand sanitizer dispensers and wipes are located at the spa reception and spa suites.
- Refreshment offerings are individually wrapped and disposable
- A maximum of 5 people are allowed at the spa suite.

### **CHI FITNESS CENTER**

- Workout machine area occupancy is limited to a maximum of 50%.
- Hand sanitizer dispensers and wipes are located throughout the gym.
- All must have their temperature taken at the entrance using a temporal thermometer.
- A Health Screening Declaration form must be filled out by each guest prior to exercising.
- Gym equipment and contact areas are promptly sanitized after each use.
- Full sanitizing service is conducted nightly.
- Facial masks are required and 6ft of social distancing will be applied to the extent possible.

### **RESTAURANTS AND BARS**

- All tables and chairs are positioned 6ft apart to maintain physical distancing between guests.
- Tableside cooking is suspended until further notice.
- Counters, handrails, service stations and all other high-touch areas to be cleaned and disinfected frequently.
- Tables, chairs and bars to be cleaned and disinfected after each use.
- Menus are single-use and QR coded.
- Pens and all other reusable items are disinfected after each use.
- Employees are required to practice proper hygiene before serving food and beverages.
- All diners must have their temperature taken at the host stand using a temporal thermometer prior to being seated at their table.
- A Health Screening Declaration form must be filled out by each guest prior to dining.

- Guests are required to wear a mask upon arrival, departure, and leaving the table during dining.
- Kahala flowers are strategically placed on the floor throughout the restaurant floors to indicate the location of where guests should stand when waiting in line.
- Plexiglass guard shields are placed at the host stand to protect both the guest and host staff.

## **KITCHEN**

- The frequency of cleaning and sanitization of equipment, food contact surfaces, and all utensils has been increased.
- Employees are required to practice proper hygiene before, during and after the preparation of food and beverages.
- Rubber gloves must always be worn when working with food.
- 6ft physical distancing is in effect for all kitchen stations.
- All supplies, knives, utensils and bowls must be cleaned/washed/sanitized once per hour.
- All culinary employees are required to wear a mask when handling foods. Gloves are to be changed with each new task to prevent contamination.



## **CATERING & BANQUETS**

- All tables and chairs are placed to ensure 6ft physical distancing between guests.
- High-touch “communal” stations, such as water, charging, snacks, and office supplies have been discontinued until further notice.
- All linen will be changed after each guest.
- Counters, handrails, service stations and all high-touch areas to be cleaned and disinfected frequently.
- Tables, chairs, bars, stools, and trays to be cleaned and disinfected after each use.
- Hand sanitizer dispensers are placed in each ballroom for guest use.
- Menus are single-use and will be disposed after each use.
- All carts or items to transport must be sanitized prior to each use and once per hour.
- All event attendees must have their temperature checked using a temporal thermometer upon arrival at an event.
- Meeting capacities have been reduced to align with physical distancing guidelines.
- Physical distancing and PPE guideline signage will be placed in meeting and waiting areas.
- Clear markings to be placed for physical distancing during coffee breaks and registration areas.
- The frequency of cleaning of portable bar and service tools has been increased.

- All vendors must follow The Kahala's health and safety measures.
- Client to provide a COVID point of contact officer for their event/group to ensure the safety and health of their group and those at the hotel. All guests of the group must comply with the Hotel and States COVID safety protocols.

### **CONCESSIONS**

All concessions, vendors and contractors at the resort comply with all COVID guidelines from the Kahala, federal and state governments, CDC, and DOH.

*\*Our updated standards are based on government policies and mandates, Centers for Disease Control (CDC) guidelines and Department of Health policies, and are subject to change at any time.*



### **Additional Resources**

CDC

<https://www.cdc.gov/>

Hawaii State Department of Health

<https://health.hawaii.gov/>

Hawaii Tourism Authority

<https://www.hawaiitourismauthority.org/covid-19-updates/>

WHO

<https://www.who.int/>