



Commitment to Cleanliness

Ensuring your health, safety, and comfort.



Commitment to Cleanliness

Caring for our guests and providing exceptional service has always been our top priority at Mauna Kea Resort. While the recent COVID-19 pandemic has changed the world and how business is conducted, we remain positive and look forward to welcoming all of our guests with a commitment to ensure their health and safety as they join us to relax and enjoy all we have to offer.

We have further enhanced our cleaning guidelines following recommendations by the Centers for Disease Control and Prevention (CDC), Marriott International and the Hawaii Lodging, Tourism Association (HLTA) and the Proclamation by the State of Hawaii. These procedures and guidelines may evolve over time to reflect new government guidance and expectations. Please visit each of our hotels' websites for the latest updates.



ENHANCED SANITIZATION/TECHNOLOGY

- Enhanced cleaning protocols are used to disinfect spaces regularly, especially during peak usage.
- Electro-static devices are used to ensure effective sanitization of public areas.
- Consistent and frequent disinfection of high-touch items in public areas.
- Hand sanitation stations are available throughout the hotel, especially in high-traffic areas.



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 uniforms.
- All guests are required to wear personal face masks or coverings over their nose and mouth at the resort to abide by the State of Hawaii proclamation and Marriott International regulations.
- Hotel shall refuse admission or service to any individual who fails to wear a face covering.
- Personal face masks and additional amenity items such as hand sanitizer and surface disinfecting wipes may be offered where available.



PHYSICAL DISTANCING

- Guests are asked to practice physical distancing by standing at least 6 feet (2 meters) away from other people not traveling with them. Associates are required to practice social distancing with all guests.
- Where applicable, lobby furniture, restaurant layouts, and other public seating areas have been reconfigured to allow for physical distancing.



SIGNAGE

- Guests and associates are key in preventing the spread of COVID-19 and other infectious diseases. To fulfill this responsibility, signage is posted to remind everyone of physical distancing guidelines and hygiene best practices.



POSITIVE GUEST PROTOCOL

- With guidance from the CDC, the hotel will accommodate guests who have an existing reservation and who have been tested positive for COVID-19, or are identified as close contacts of a person who is positive for COVID-19. The positive guest will be accommodated onsite, or at an alternative location. Guests awaiting test results must quarantine in their hotel room until a negative result is confirmed.



Employee Training



TRAINING

- All employees have completed a comprehensive COVID-19 pandemic training including safety protocols for PPE, handwashing, cleaning and physical distancing guidelines.

WORK AREA

- Sanitation guidelines have been established for all work areas and appropriate cleaning/disinfecting supplies are provided.
- Frequent cleaning and sanitation of high touch surfaces is conducted throughout the day.
- Signage regarding physical distancing, best health/safety practices and instructions for employees who are not feeling well have been placed throughout employee areas.

POLICIES

- Employees with COVID-19 symptoms or those who have had recent exposure to someone with COVID-19 related symptoms are required to stay home.
- All employees are required to follow new sanitation, safety and physical distancing guidelines.

WELLNESS/SAFETY

- All employees are required to check in with hotel security upon arrival and pass a prescreening/temperature check process before the start of their shift.
- Employees are required to use appropriate PPE and sanitation supplies to ensure their safety as well as the safety of hotel guests.



Guest Experience



ARRIVAL

- Mauna Kea Resort offers touchless or low-touch solutions and has adopted contactless technologies including: mobile check-in, mobile key, mobile dining menus and reservations, mobile chat and guest requests via the Marriott Bonvoy™ app.
- Physical barriers have been implemented at the front desk, concierge and other select locations throughout the resort.
- Self service or assistance is offered for transporting guest luggage. Bell carts are disinfected before and after each use.
- Self or valet parking options are available. For valet, the hotel will provide shuttle service to your parking location.

DEPARTURE

- In-room express check-out service is available and encouraged to expedite a contactless departure experience.





Hotel Facilities



GUEST ROOMS



- We will provide housekeeping service every 3 days with a focus on high touch surfaces, and while the guest is away from the guest room. If a guest prefers limited entry to their guest room, a preference of no housekeeping service can be requested.
- Every guest room is deep cleaned between stays.
- Nonessential high-touch items now available only upon request and surface disinfecting wipes are provided in every guest room.
- Extra attention is devoted to disinfecting high-touch items including bathroom surfaces, buttons, knobs and switches, doors and handles, electronics and telephones, and luggage racks.

PUBLIC AREAS

- To maintain physical distancing protocols, guests are encouraged to share elevator space with travel companions only.
- We have enhanced cleaning protocols to disinfect public spaces including all high-touch items such as elevator buttons and handrails throughout the day and especially during peak usage.
- Hand sanitation stations are available throughout the hotel, especially in high-traffic areas.
- To allow adequate social distancing, we have limited the amount of guests in our retail shops at any one time.



Hotel Facilities



BEACH & POOL

- Beach and pool furniture has been placed 6 feet apart to allow for physical distancing.
- Beach and pool furniture is cleaned and sanitized following approved protocols after each guest use.
- Towel desk, towel hutch/kiosks and all other desks and counters are sanitized once per hour.
- Informational signage to convey physical distancing guidelines is placed throughout pool area.
- Guests are encouraged to pick up and return their own towels.
- Alternative beverage options are offered to minimize high touch water station use.

FITNESS CENTER

- Fitness Center hours and guest usage capacity may be restricted due to risk of virus transmission in enclosed spaces.
- All equipment and surfaces are sanitized with approved solutions and protocols a minimum of once per hour.
- Hand sanitizer and equipment sanitization supplies are provided for guest use.
- Individual pieces of fitness equipment may be repositioned or disconnected to ensure proper social distancing.





Food & Beverage



RESTAURANTS

- Self-service buffets have been replaced with creative and customizable menus.
- Takeout options are offered at every restaurant.
- Digital menus are available.
- Restaurant seating has been redistributed to ensure safe social distancing.
- Outdoor space is abundant and used fully to provide healthy, spacious restaurant seating.
- We are able to reserve spaces for larger parties, within limits of State and County health guidelines.

IN-ROOM DINING & GRAB + GO

- In-Room Dining has been modified to a no-contact delivery experience.
- In-Room Dining is available for guest pickup.
- Packaging and products for takeout are single-use and disposable.



Relaxation & Wellness



MANDARA SPA

SPASAFE
A HEALTHY SPA • A HEALTHY YOU

- All contact surfaces, tools and equipment are disinfected and sanitized following CDC recommendations using EPA registered products in accordance with industry standards.
- All staff are trained regularly and certified on cleaning and sanitization procedures.
- Appointment times are set to allow sufficient time between guests to sanitize and disinfect treatment areas.
- Additional hand washing and/or sanitizer stations are available throughout the facility.





Meetings & Events



MEETING + EVENT SPACES

- We consult with each meeting planner to review and align together on expected social distancing practices and other associated protocols.
- We have leveraged technology to reduce contact in key areas from mobile check-in to event registration and attendee badging.
- Hybrid live/virtual meeting experiences are available through the client's preferred streaming platform.
- Meeting sets are customized for each event to maximize safety and ensure physical distancing.
- Enhanced cleaning protocols are in place and meeting spaces and restrooms are sanitized as often as hourly.
- Frequently touched items such as elevator buttons, stair handrails and door knobs are disinfected as often as every hour.
- Hand sanitizer stations are in place throughout the meeting spaces.

MEALS + BREAKS

- Menu choices include a wide variety of hygienic dining options tailored to group size, including grab-and-go, bottled beverages, and plated service.
- Food and Beverage station set-ups and registration desks are set with protective barriers.



Golf



GOLF SHOP

- Tee times are available from 8:00am until 2:00pm in 15-minute intervals.
- Maximum of 6 golfers allowed in the golf shop at any time.
- Credit/debit cards and room charges are the only accepted form of payment.
- Social distancing practices are in place and masks must be worn while in and around the clubhouse and golf shop.
- Showers are not available at this time.

GOLF COURSE

- Single cart riders are allowed.
- Golf carts can be shared if the golfing party arrive together.
- Each golf cart is cleaned and sanitized after each use.
- The course has restricted physical touch points which include modified cups, no rakes in bunkers and no sand bottles on carts.
- Beverage cart services are provided while maintaining a minimum of six feet between the staff and guests.
- Golfers are expected to discard all trash from their golf cart post-play in receptacles provided.
- All rental clubs and bags are sanitized between guest use by golf staff.



Tennis & Pickleball



TENNIS CLUB SHOP

- A maximum of 4 guests are allowed in the tennis club shop at any time.
- Masks must be worn while in the tennis club shop and while not actively participating in a game.
- Proper social distancing of 6 feet between persons is required in the tennis club shop.
- A protective transaction shield is installed between guests and staff.
- Credit/debit cards and room charges are the only accepted form of payment.

TENNIS & PICKLEBALL

- All rental equipment is properly sanitized between guest use by tennis staff including rackets, tennis baskets, hoppers and ball mowers.
- During lessons and clinics, participants and staff will follow social distancing protocols.
- Only staff (tennis professionals) will pick up tennis balls and baskets during play.
- Players are responsible for social distancing themselves during water breaks.

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FOR THE MOST UP-TO-DATE INFORMATION ON OUR POLICIES.



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