

COURTYARD KING KAMEHAMEHA'S KONA BEACH HOTEL

COVID-19 Health and Safety Plan

CLEANING PRODUCTS + PROTOCOLS

To minimize risk and enhance safety for guests, customers, and associates, we use disinfectant products that have been approved and certified by the U.S. Environmental Protection Agency (EPA) and other international government environmental agencies, as applicable, for use against emerging viruses, bacteria, and other pathogens. Our enhanced cleaning protocols adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and sanitization. Public spaces, including high-touch areas, are cleaned, and disinfected more frequently. In guest rooms, we focus on deep cleaning between guest stays and limiting in-room services during the stay. Hand sanitizer stations are installed throughout high-traffic areas across the hotel.

HAWAII SAFE TRAVELS PROGRAM

The Courtyard by Marriott King Kamehameha's Kona Beach Hotel complies with the mandatory State of Hawai'i Travel and Health requirements, as outlined in the Safe Travels program.

LESS CONTACT, MORE CONNECTION

The hotel has implemented touchless or low-touch solutions and has adopted contactless technologies including: Mobile Key, Mobile Dining, Mobile Chat, and guest requests via other mobile platforms. Guest greetings have been modified to a nod, wave, or a bow, while continuing to ensure that our guest needs are met.

PROVIDING PERSONAL PROTECTIVE EQUIPMENT (PPE)

Face masks are provided to all Team Members. They are required to wear their masks beyond the guest requirement of public spaces – including internally within the heart of house, department, and team meetings, etc. Additionally, disposable gloves are worn to handle used items and to clean and disinfect.

GUEST FACE COVERINGS

Per the State of Hawaii, persons over the age of 5 years old must wear a face mask or covering while outside their place of residence. The face mask must be worn while in all public spaces, including on public or shared transportation, unless specifically provided for otherwise in these rules. Per Marriott's brand standard, guest face coverings are required with in the lobby, guest room corridors, elevators, meeting spaces, public restrooms, food & beverage venues, business centers, fitness centers, kids club, indoor pools, and spa. All guests will always be required to wear face masks in restaurants except when seated at their table (I.e. walking to the table; restrooms; upon entry and greeting, etc.).

PHYSICAL DISTANCING

Guests and associates should practice physical distancing by standing at least 6 feet (2 meters) away from other people not traveling with them. Certain areas, such as arrival queues or gathering areas, are marked with signage and, if necessary, one-way guest traffic flow is indicated. Where applicable, lobby furniture, restaurant layouts, and other public seating areas have been reconfigured to meet these requirements. We customize seating capacities and room sets to meet individual distancing needs of group customers.

INSTALLING PHYSICAL BARRIERS

Transparent screens, plexiglass shields or other physical barriers have been installed in areas such as our check-in and concierge desks.

ENHANCING SANITATION

EMPHASIS ON HYGIENE & CLEANLINESS

Our associates are required to be aware of and follow personal hygiene, physical distancing, and PPE, in compliance with all federal, state and local public health guidance. Hand sanitizing stations for guest use are placed in all high-traffic areas and public spaces.

DEEPER, MORE FREQUENT CLEANING

Enhanced cleaning protocols include frequently disinfecting high-touch items and sanitizing restrooms frequently and after high-guest use, with focus on using the right chemicals and procedures to kill COVID-19. Hotel Team Members follow CDC guidance on Cleaning and Disinfecting facilities. This includes cleaning surfaces using soap and water, then using a disinfectant. High touch surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

CLEANLINESS TRAINING

We're building on our reputation for high standards of hotel cleanliness with well-established cleaning processes. Our Cleanliness Champion leads the hotel in how it can ensure guest and associate safety. Additionally, associates are required to take training on COVID-19 and safety and sanitation protocols.

LEVERAGING TECHNOLOGICAL INNOVATIONS

Team Members are provided with Electrostatic Spraying training per Marriott's brand standard. This cleaning technology is used within public spaces.

PROMOTING HEALTH SCREENING

GUESTS AND HOTELS: A SHARED RESPONSIBILITY

Guests are critical in preventing the spread of COVID-19 and other infectious diseases. To fulfill this responsibility, our hotel provides COVID-19 related signage and materials describing good health practices. Signage is posted to remind guests of physical distancing guidelines and hygiene practices to prevent the spread of disease. Associates are educated on the proper way to wear, handle, and dispose of PPE, as well as the appropriate way to wash hands, sneeze, and to avoid touching their faces.

ASSOCIATE & GUEST HEALTH CONCERNS

Our hotel responds swiftly to associate, and guest health concerns and follows all current public health guidelines. Associates feeling sick are required to stay home and those exhibiting symptoms will be required to self-isolate from the onset of symptoms and meet applicable public health criteria before returning to work. Additional protocols specific to COVID-19 are in place and summarized below.

GUIDANCE TO LOCAL PUBLIC HEALTH RESOURCES

Our hotel continues to monitor and stay educated on requirements and guidance from local health authorities and practice those requirements throughout the hotel. Where testing or treatment of guests

or associates is needed, our hotel will provide appropriate resources to the available local public health options.

We have additional guidelines in place in the event that our hotel is alerted of a case of COVID-19, including:

Case Notification. If a guest starts to feel ill, they are encouraged to contact health authorities. Crisis communications plans are in place, so that appropriate quarantine procedures and cleaning protocols may be implemented.

Occupied Guest Room Recovery Protocol. In the event of a guest with a confirmed or suspected case of COVID-19, their guest room will be removed from service to undergo a specific cleaning protocol. The guest room will not be returned to service until the room has been disinfected - consistent with the guidance issued by local health authorities. Similar recovery protocols address public spaces, associate offices, and work areas.