



A MESSAGE FOR OUR LOYAL GUESTS

Effective October 15, 2020: the State of Hawaii has announced a pre-travel testing program for visitors as an alternative to a 14-day quarantine.

The Lotus Hotel at Diamond Head continues to be open and ready when you are. Our guests have always been where we focus our hearts. As we all start to emerge, we are excited to see you, host you and provide a sanctuary that allows for relaxing, and for creating unforgettable memories.

There are some things that will be new and different but the essence of the hotel and our staff remain the same – we are a quiet, private escape from the hustle of Waikiki. We have integrated new health and safety protocols into our day-to-day routines and are proud to be the first hotel in Hawaii to install state of the art AC filtration technology and hospital grade UV sanitizers at our hotel and restaurant, all for your peace of mind.

Your health & safety has always been and continues to be our number one priority. Here, we share with you the steps we have taken to demonstrate our elevated commitment to the health and safety of our Guests and staff, as well as the cleanliness of all areas of our hotel and restaurant, as we continue to provide the gracious, authentic Hawaiian hospitality for which we are known.

COVID-19 Health & Safety Plan – Revised December 14, 2020

(<https://www.lotushonoluluhotel.com/covid-19-policy/>)

Your health & safety has always been and continues to be our number one priority. Here, we share with you the steps we have taken to demonstrate our elevated commitment to the health and safety of our Guests and staff, the enhanced cleanliness of all areas of our hotel and restaurant, as well as the rules and guidelines established by the State of Hawaii as we continue to provide the gracious, authentic Hawaiian hospitality for which we are known.

HEALTH & SANITATION...OUR COMMITMENT

We closely adhere to the guidelines published by the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO), as well as the mandates of government authorities. Our procedures are in line with the recommendations of the American Hotel & Lodging Association's "Stay Safe" enhanced industrywide hotel cleaning standards as well as the Hawaii Lodging & Tourism Association's COVID-19 Health, Safety & Security Standards. We will continually assess and update our protocols and procedures so that your stay is with peace of mind. We want all our Guests to depart with wonderful memories of a lifetime.

COVID-19 TRAINING

All our dedicated staff members are continuously being trained on COVID-19 health & safety protocols, with a focus on additional in-depth training for staff members with direct guest contact such as food & beverage, housekeeping, bell service and reception. Our staff is trained in accordance with the Occupational Safety and Health Administration (OSHA) and applicable regulatory standards to respond to and report all presumed cases of COVID-19 on property to appropriate authorities.

Face masks and disposable gloves are provided to staff members and are required to be worn prior to the start of and throughout the work shift for all staff who are Guest-facing or come in contact with Guest surfaces or areas including front desk, housekeeping, maintenance, bell service, and restaurant staff. All staff have their temperature checked prior to the start of every work shift. Staff members are required to stay home if they do not feel well or are exhibiting any symptoms of COVID-19.

AIR FILTRATION

The Lotus Hotel at Diamond Head is proud to be the first hotel in Hawaii to invest in and complete installation throughout the property of Global Plasma Solutions (GPS) needlepoint bipolar ionization (NPBI™) technology for the safety of our guests and employees. This patented technology safely cleans indoor air by producing a high concentration of positive and negative ions and delivering them to all guest rooms and other air conditioned areas. Installation was completed in early December 2020, providing peace of mind for all who enter our premises. For more information on NPBI® technology, visit <https://globalplasmasolutions.com>.

FACE MASK REQUIREMENT FOR ALL

The State of Hawaii requires that face masks be worn indoors, outdoors and in all public areas of our hotel. Failure to comply with the face mask requirement is punishable by up to \$5,000 in fines and possible imprisonment. All arriving guests must have Hawaii's Safe Travel App Negative Test Result to avoid the 14-day quarantine. All arriving guests are subject to temperature checks, face mask requirements, and quarantine requirements.

PHYSICAL DISTANCING FOR ALL

We kindly require that our Guests and all those who enter our property practice physical distancing by standing at least six feet away from others when in public areas. Elevator occupancy is restricted to one guest at a time, unless part of the same household/ room. At our restaurant and bar we have reduced the seating capacity by 50% to comply with occupancy limits and ensure appropriate distancing.

GUEST ROOMS

Daily housekeeping service is provided on request between 9am thru 3pm and Guests may specify a preferred time to attend to their room. All bed linen and laundry will continue to be washed as scheduled or requested at a high temperature in accordance with CDC guidelines.

UV SANITIZATION

Lotus Hotel at Diamond Head is proud to be the first location in Hawaii, outside of hospitals, to install CleanSlate UV in our hotel restaurant, TBD...by Vikram Garg. This innovative technology prevents cross-contamination of staff and guests' hands and allows for staff to sanitize all handheld items used in the restaurant including pens, tablets and mobile payment devices. TBD...by Vikram Garg also requires that all staff sanitize their personal belongings daily before each shift. This includes face masks, phones, keys, tablets and badges. For more information on CleanSlate UV, visit <https://cleanslateuv.com>.

HAND SANITIZER

Hand sanitizer is available for use throughout the public areas of the hotel. You may find these dispensers in the lobby, reception, restaurant entrance, and guest elevator foyer. Additional dispensers are located throughout the staff operation areas as well and we encourage frequent use by staff, in addition to requiring that our staff frequently wash their hands with hot water and soap.

CLEANING PROCEDURES THROUGHOUT

Cleaning procedures are taken very seriously and we have partnered with Ecolab, a worldwide supplier of products approved for use and effective against germs, bacteria, micro-organisms, viruses and other airborne pathogens. Our housekeeping team uses Ecolab products for disinfecting on a daily basis.

HIGH-TOUCH AREAS

We have even higher standards of cleanliness for high-touch areas such as doors, door handles, elevator buttons, handrails, public restrooms, furniture in public spaces to name a few.

Reception desks and credit card readers are regularly disinfected, single use pens are available for signing. Our restaurant and room service menus have been digitized to minimize touchpoints and prevent the spread of germs. The frequency of cleaning and disinfecting will also increase in high-traffic back-of-house areas – shared equipment will be sanitized regularly.

REMINDERS FOR ALL

All who enter our premises are required to follow our Health and Safety protocols - employees, guests, vendors, contractors, and invitees alike. Health, hygiene, and sanitation reminders are displayed throughout the hotel property which includes our main driveway, main lobby, reception area, restaurant, elevators, and throughout our staff operation areas such as kitchens service area, staff locker rooms and restrooms.

TRAVELLING SAFE

Our team has been trained on how to respond and report presumed cases of COVID-19. In such event, the Guest's room will be removed from service and quarantined. Should there be a confirmed case, the room will undergo an enhanced sanitization by a licensed third-party expert approved by the local health authority.

For up-to-date information, please visit:

Center for Disease Control and Prevention (CDC)

World health Organization (WHO)

Hawaii State Department of Health