

COVID-19 Updates: Learn about our commitment to cleanliness

Free Cancellations through June 30, 2021



The State of Hawaii Government Orders on traveling to Hawaii

Beginning November 24, 2020, all travelers must have a confirmed negative COVID-19 test from an **approved trusted testing and travel partner** within 72 hours of the final leg of their trip to the Hawaiian Islands as an alternative to Hawaii's mandatory 14-day quarantine. Anyone without a negative test result **PRIOR** to departure must quarantine for 14 days upon arrival.

For more information visit <https://hawaiiicovid19.com/travel> and register with the **State of Hawaii Safe Travels** online system. The state of Hawaii will **ONLY** accept test results from **Trusted Testing and Travel Partners**. All incoming travelers are required to have their temperatures checked and complete a health questionnaire online before they can leave the airport.

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Information may change at any time. Please visit gohawaii.com/travel-requirements or check official websites for the most current orders prior to your arrival.

City and County of Honolulu Restrictions as of September 23, 2020:

- Beginning Thursday, September 24, 2020 social gatherings are limited to up to five individuals, including beaches and other indoor and outdoor activities.
- For additional orders about Oahu restrictions, click [HERE \(Honolulu.gov\)](#).

Your Wellbeing is Our Top Priority

Updated May 15, 2020

Ensuring a safe, clean and inviting environment is at the core of our commitment to providing the highest level of hospitality.

In response to COVID-19, we have initiated and are maintaining industry-leading and scientifically driven elevated cleanliness standards to safeguard the well-being of our guests and colleagues. Our strengthened safety and sanitizing measures incorporate the latest guidance from the world's leading health authorities, including the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO), and apply to all guest rooms, public and staff-only areas.

The comprehensive strategies we are employing are rooted in industry experience, based on the latest scientific guidance, and utilize hospital-grade cleaners and best practices designed to prevent the spread of viruses. These strategies will be updated regularly to reflect the most current science and technology available.

At a glance, here is what we are doing to keep you safe and comfortable:

- **Keeping our Distance.** We have implemented social distancing measures in all public, event and staff-only areas of the hotel.
- **Sanitizer Stations Throughout.** Touch-less hand sanitizer stations are placed throughout all public, event and staff-only areas of the hotel.

- **Enhanced and More Frequent Cleaning.** EPA-rated hospital-grade disinfectants will be standard protocol and used in guest rooms and to clean public, event and staff-only areas.
- **Personal Protection Equipment Required.** All hotel associates are required to wear face masks and gloves. Guests are highly encouraged to do so as well.
- **In-room Safety Kits Provided.** Upon arrival, each room includes a sealed safety kit containing a face mask, protective gloves and disinfectant wipes.
- **Your Room is Your Room.** No hotel personnel enters your room during your stay without your permission.
- **Training and Education.** We provide regular training to our hotel associates about the latest safety and cleanliness guidance.
- **Text Messaging.** A convenient text messaging system is available to request your vehicle from valet parking.
- **Elite Parking Services.** A 10-point sanitation procedure is performed on each vehicle to ensure yours and our hotel associate's safety.

We look forward to welcoming you soon. Thank you for your continued trust and loyalty.
Be Well. Stay Well.

Protocols

Keeping you safe begins with keeping our valued hotel associates safe. Our dedicated COVID-19 task force has developed a multi-pronged approach to health and well-being, which stresses cleanliness and hygiene standards and regular education and training.

Our associates are equipped to handle confirmed or suspected COVID-19 cases among guests and colleagues. They also understand how to identify potential health risks and are committed to working together to strictly follow all safety and cleaning protocols, which are detailed below.

Safety Protocols

- Proper hand washing and other safety protocol trainings are conducted regularly. Guests are also encouraged to adhere to regular 20-second handwashing/sanitizing guidelines.

- Front desks are equipped with plexiglass sneeze guards, and all staff (e.g. front desk, concierge, valets, etc.) will be required to wear personal protection equipment (PPE), including masks and gloves.
- Social distance markers are placed in all public areas (where applicable) to encourage social distancing awareness.
- COVID-19 policies and protocols will be provided to each guest upon check-in, as well as in pre-arrival communications.
- Elevator capacity is limited, as appropriate, to maintain social distances in controlled spaces.
- Should a guest or staff member be diagnosed with COVID-19 after leaving the hotel, all guests and staff that were present at the same time will be notified. If a guest or staff member is diagnosed while staying with us, proper isolation protocols will be followed pursuant to CDC and WHO guidelines, and guests and staff will be notified.

Cleaning Protocols

• Guest Rooms

- EPA-rated hospital-grade disinfectants are used to clean each guest room, with special attention paid to all high-touch surfaces (e.g. door handles, light switches, etc.).
- Your Room is Your Room. No hotel personnel enters your room during your stay without your permission. Aston Waikiki Beach Hotel will provide replenished amenities throughout your stay – including towels and linens– in sanitized packaging. For stays of five or more nights, housekeeping services is available every fourth day for trash removal and replenishing of bathroom towels. A full service cleaning services is available at your request anytime during your stay for an additional fee.
- Upon arrival, each room will include a sealed safety kit containing a face mask, protective gloves and disinfectant wipes.
- Guests are encouraged to use mobile keys where available. In the event of key card usage, all guest keys are disinfected via UVC light treatment upon check out.
- For the laundry and cleaning of bed linens and towels, sealed laundry bags are utilized during transportation to and from the cleaning facility.

• Public Areas

- We utilize EPA-rated hospital-grade disinfectants throughout all public areas, including:
 - Elevator cabs
 - Public restrooms
 - Pool areas
 - Fitness center
- All high-touch public area surfaces such as handrails and door handles will be wiped down with EPA-rated hospital-grade disinfectants.
- Touchless hand sanitizer stations are located in key areas throughout the hotel including hotel entrance, front desk, meeting room landings and elevator landings.
- Pool furniture is cleaned using EPA-rated hospital-grade disinfectants and covered with chaise lounge covers or other clear indication that cleaning has been completed.
- **Restaurants & Bars**
 - Prior to opening each day, we employ EPA-rated hospital-grade disinfectants on all areas.
 - Touchless hand sanitizer stations are placed at entry points.
 - Tables and chairs are spaced a minimum of 6 feet apart to allow for safe distances between guests.
 - We provide no-touch table service adhering to safe social distancing guidelines.
 - Digital menus are provided via QR code. Single use, disposable menus are also available.
 - All shared items and food and beverage areas are sanitized after each use.
 - No-touch in-room dining is served with sustainable disposable wares.
- **Meetings & Events**
 - Prior to commencement of any meeting or event, EPA-rated hospital-grade disinfectants are utilized on all areas.
 - Attendance is limited to 35 square feet per attendee to maintain necessary social distancing space.
 - No-touch table service is implemented to adhere to safe social distancing guidelines.
 - Disposable packaging is used for all meals and breaks whenever possible.

- Tables and chairs are spaced a minimum of 6 feet apart to allow for safe distances between guests.
- Hand sanitizer stations are placed at all entry points in meeting spaces.
- Safety guidelines are posted at all meeting entryways.
- Breaks are staggered to minimize group sizes.
- Safety protocol reviews with meeting and event planners are conducted prior to any event to ensure adherence to our rigorous policies.

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