

**COVID-19 Health and Safety Plan for Aqua-Aston Managed Hotels & Resorts**  
(As of December 21, 2020)

Aqua Aston Hospitality's COVID-19 Health and Safety Plan is designed for the following 29 properties:

Hawaii Island (3)	Aston Shores at Waikoloa
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**About the Plan**

When owners, guests, and their families, vacation at an Aqua-Aston managed property, and when our associates come to work, their health is very important to us. While the daily health and safety measures that were already in place at Aqua-Aston's managed hotels and resorts were designed to address a broad spectrum of viruses, including COVID-19, in response to the spread of COVID-19, we previously increased and have continued to implement rigorous cleaning processes with enhanced cleaning protocols across the properties. Aqua-Aston's "NEXT LEVEL Clean" COVID-19 Health and Safety Plan builds upon our already high standards of cleaning and disinfection, and we have also leveraged our long-standing relationships with several industry-leading providers of disinfectants to continue to identify new processes and products as they may become available.

*What Guests, Owners, Customers, Invitees, Associates, Contractors, Vendors, and Other Persons who Enter Aqua-Aston's Managed Properties Premises Can Expect:*

COVID-19 is highly contagious. We encourage all individuals on the premise of an Aqua-Aston managed hotel or resort to continue to take steps to mitigate their risk of COVID-19, including following recommendations issued by the Centers for Disease Control and Prevention.

**I. Centers for Disease Control and Prevention Guidance (as of 11/17/2020)**

[For more information please visit [cdc.gov](https://www.cdc.gov)]

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- Avoid close contact - Put 6 feet of distance between yourself and people who don't live in your household.
- Cover your mouth and nose with a mask when around others - Everyone should wear a mask in public settings and when around people who don't live in your household, especially when other social distancing measures are difficult to maintain.
- Always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow and do not spit.
- Clean AND disinfect frequently touched surfaces daily.
- Monitor Your Health Daily - Be alert for symptoms. Watch for fever, cough, shortness of breath, or other symptoms of COVID-19.

All of these measures are not only recommended by the Centers for Disease Control and Prevention, but also are in the best interests of our owners, guests and associates. To communicate these healthy practices, on-property safety signage is utilized to guide owners and guests with practicing necessary social distancing, and owner and guest communications both at the property and on a pre-arrival basis provide additional safety details and guidance.

**II. Identification of Measures Aqua-Aston has Enacted in Response to the COVID-19 Pandemic**

NEXT LEVEL Clean

In the interest of helping individuals who enter our managed hotels and resorts stay healthy, we have implemented several enhanced precautions, including expanded use of hospital-grade disinfectants, and deployment of hand-sanitizing stations and social distancing guidelines. Under our enhanced health and safety protocols, the properties guest rooms are undergoing an even more robust cleaning regimen before every check-in, and associates throughout the hotels and resorts wear personal protective equipment, engage in enhanced training (including how to screen themselves for symptoms and instructions to stay home if they have symptoms or otherwise feel unwell), and undergo health screenings prior to their work shifts. Where applicable, we've also implemented new food safety procedures, including modified dining practices, such as offering carry-out or delivery (where available). The properties have also taken steps to place extra focus on high-touch surfaces throughout the properties and have provided hand sanitizing stations in high-traffic public spaces.

### **III. Expectations for Service, Accommodations and Safety Protocols for Owners and Guests**

Our enhanced cleaning and safety standards complement our owners' and guests' own positive actions to stay healthy: washing hands thoroughly and frequently; social distancing, both on and off property; avoiding unnecessary personal contact; wearing face coverings; and avoiding public spaces and refraining from travel when not feeling well. Through a variety of on-site signage, we encourage owners and guests to take these necessary positive actions to care for their own health and safety, as well as that of our associates and other owners and guests.

#### Face Coverings

Face coverings are required for all owners and guests when outside their guest rooms, including in all property common and public areas, such as:

- Lobbies
- Walking through common areas (such as hallways, stairways, elevators, and parking facilities)
- While outdoors in public spaces when maintaining a physical distance of 6 feet from persons who are not members of the same household or residence is not feasible (such as pool decks)

There are certain exceptions to the requirement to wear a face covering such as, for individuals under the age of two years old, and persons with a medical condition, mental health condition, or disability that prevents wearing a face covering, unless Hawaii law requires stricter exemptions.

#### Service

Aqua-Aston has introduced modified, limited contact housekeeping and maintenance services.

#### Accommodations

Should guests become positive for COVID-19 or be identified as close contacts of a person who is positive for COVID-19, Aqua-Aston shall accommodate the guests, either by accommodating these guests at the property or by securing alternative accommodations.

#### Required Safety Protocols

Aqua-Aston's enhanced Cleaning Protocols include:

- Implementing Centers for Disease Control (CDC) and government guidelines on health and hygiene standards
- Collaborating with our long-term third-party cleaning experts on comprehensive cleaning protocols
- Using electrostatic sprayers to apply CDC-approved cleaning agents
- Cleaning high-touch surfaces at the front desk after each guest use, including counters, keyboards, payment stations, and key cards
- Allowing a minimum of 24-hours for guest room cleaning between check-ins
- Using enhanced cleaning procedures in high touch areas in guest rooms, such as light switches,

# AQUA-ASTON

## HOSPITALITY

remote controls, and door handles

- Ensuring linens, towels and laundry are professionally cleaned at high temperatures and in accordance with CDC and local authority guidelines

Aqua-Aston seeks to protect the wellness of guests and associates by:

- Conducting daily health screenings and temperature checks for all associates prior to each shift
- Following all safety protocols as directed by local authorities
- Providing our associates with personal protective equipment
- Ensuring associates receive enhanced safety training and protocols
- Providing face masks to guests upon request
- Ensuring sanitizing wipes and hand sanitizer are available at entrances and high traffic areas

Aqua-Aston requires all individuals on the premises to practice social distancing, and has:

- Installed protective screens and shields like Plexiglas at key points of service, like the front desk
- Placed signage at hotels and resorts with reminders and tips on how to practice social distancing on vacation during check-in, check-out, using the elevator and when spending time in public spaces

### Property Impacts

On-site amenities and services vary by property and may be impacted by local Hawaii government mandates. At this time, at a minimum, owners and guests should expect that certain amenities and services will be closed or modified to eliminate gatherings and to facilitate social distancing, which may include, as applicable:

- Closure of hot tubs and saunas;
- Closure or reduction of occupancy associated with use of fitness centers and activity rooms;
- Elimination of gatherings of owners/guests by modifying or canceling activities;
- Elimination of any daily housekeeping services (linens and amenities may be provided upon request);
- A significant reduction of pool deck seating has been made to align with social distancing recommendations; and
- Reduction of on-site staffing based on occupancy levels.

In addition to requirements for social distancing, to the extent the property is subject to additional Hawaii governmental mandates, these requirements have been communicated to owners and guests with upcoming reservations at the property either via on-line websites, pre-arrival notices, or other means of communication. To the extent owners and guests do not comply with Hawaii governmental mandates, the property may temporarily close certain amenities or discontinue certain services in order to facilitate social distancing and other requirements.

***Please note:*** *As is the case with any public place, we cannot guarantee that persons will not encounter others at the property who are contagious; however, we are committed to cleanliness and our enhanced safety measures in response to COVID-19.*