

Hotelco

**COVID-19 Health &
Safety Program**
Stay Hotel Waikiki

Summary:

Hotelco is committed to making sure our guests and team members the highest possible level of safety during these difficult times. Due to this of operations will look different but we're still committed to providing the same exceptional service our vaulted guests have come to expect.

The policies listed below are based on recommendations of the CDC as well as local government officials, we'll continue to monitor these recommendations and will revise our policies based on those guidelines.

- Guest will be required to wear masks that cover their mouth and nose at all times when in common areas.
- Team Members will be required to wear PPE such as gloves and masks at all times while on shift.
- Vendors and/or Contractors visiting the site will be required to wear masks.
- Stay over service will not be offered for the time being. This is for the benefit of both our guests and team members so interaction is limited. We would be happy to drop off fresh linens or additional amenities at your door upon request.
- Additional hand sanitizer stations have been placed throughout the property for your convenience.
- High touch areas will be disinfected on a more frequent basis in accordance with best practices and health department guidelines
- All touchpoints throughout the property will have an enhanced cleaning schedule.
- Should a guest become positive with COVID-19 or be identified as a close contact of a person who is positive for COVID-19, Stay Hotel Waikiki will either accommodate these guests on the property or secure other alternative accommodations.

Thank you for your trust in us as we navigate through these unprecedented times, we look forward to ensuring your stay with us is as comfortable and enjoyable as possible.

Standard Operating Procedure

Covid-19 Departmental Safety Guidelines

Objective: To ensure a safe environment for our guests and team members while following local and state guidelines.

Responsible Party(s) –

General Manager - Responsible for making sure that this process is followed as instructed below.

Process:

All Employees:

1. **Face Masks:** All employees are required to wear facemasks while on property. The company has facemasks available for all employees. Proper facemask wearing and washing instructions are on page 5 & 6, please print this and hang up near the time clock.
2. **Gloves:** Gloves are available for all employees if they choose to wear them. Gloves are **REQUIRED** for any staff that is working in a guest room.

Front Desk - Arrivals and Departure Process:

1. **Social Distancing procedures**
 - 1.1. Plexiglass barrier - Install a plexiglass partition on the front desk in front of each workstation.
 - 1.2. Install Floor markings six feet from the front desk. Install additional markers in six-foot increments behind the first marker.
 - 1.3. If a signature is required on a registration card, sanitize the pen used after each use.
 - 1.4. If the credit card machine is accessible to guests, make sure the machine is sanitized after every use.
 - 1.5. Ask the guest to present their identification card by holding it out for the employee to verify its information. If the employee must touch the Identification card, sanitize the card before returning it to the guest.
 - 1.6. Cash payments - Taking cash is limited only to emergency situations when a guest is unable to pay with another form of payment.

2. **Sanitation**

- 2.1. Sanitize the Front Desk counter at least once an hour.
- 2.2. Install a hand sanitizer station (or have hand sanitizer available) for guests and employees at the front desk, in the lobby area, at the elevator landing on each floor, and all other building entrances.
- 2.3. Set up a key card discard box for guests returning their key cards. Each day the front desk must disinfect the items in this box and return them to service.
- 2.4. Luggage carts must be disinfected between uses, offer sanitizing wipes to the guests to use on carts.

Breakfast:

1. **Breakfast offering:**

- 1.1. Buffett offerings will be temporarily suspended and properties will offer Grab & Go options.
 - 1.1.1. Grab & Go options include - Granola bar, apple or banana, and a bottled beverage of juice, milk, or water.
 - 1.1.2. Pre-wrapped muffins, pastry, or bread is also acceptable.
 - 1.1.3. Self-serve beverage station - if you're going to use your self-service juice machine make sure cups are separated, no stacked, or use pre-wrapped cups.

1.2. **Social Distancing & Sanitation:**

- 1.2.1. Sanitize tables and chairs are each guest use.
- 1.2.2. Provide hand sanitizing station with paper towels for guests
- 1.2.3. Disinfect floor, trash cans, all serving counters, handles, and other guest contact surfaces.
- 1.2.4. Space out tables to ensure social distancing is observed.

Guest Rooms & Housekeeping:

1. **Guest Room Modifications :**

- 1.1. Remove all decorative room elements including pillows and bed scarves.
- 1.2. Remove extra bedding from the closet, Additional bedding will be available upon request.
- 1.3. Remove notepads and pens.
- 1.4. The in-room coffee station must include prewrapped and single-use items. Single-use coffee packets and individually wrapped cups and condiments.
- 1.5. Remove laundry bags and provide upon request.
- 1.6. Remove the guest directory.

2. **Housekeeping Service:**

2.1. **Stayovers** - There will be **NO service for stayovers.**

2.1.1. Stayover Guests can request a “Tidy Service” where they place their trash and dirty linen outside their door and we’ll place a new bag, towels, and linen outside their door.

2.2. **Check out cleaning** - If possible allow the check-out room to be vacant for 24 to 72 hours prior to housekeeping entering the room to do the cleaning.

2.3. Any employee entering the room must wear disposable gloves and protective masks. Discard disposable gloves after each room cleaning. Gloves must be dedicated to cleaning and disinfecting surfaces only and must not be used for other purposes.

2.4. Extra attention to high touch point areas, to include door handles, locks, latches, light switches, desk, and counter surfaces, coffee maker, telephones, television remote, PTAC controls, radios, drapery pulls, lamps, trash cans, toilet flush handles, water faucet handles, toilets and toilet seats, and flooring.

Pool & Fitness Center -

POOLS AND FITNESS CENTERS WILL ONLY BE OPENED IF STATE LAWS ALLOW.

1. **Sanitation:**

1.1. Only open for use when authorized by government officials.

1.2. Sanitizing spray/wipes and hand sanitizing stations must be provided with instructions for guests to wipe down furniture & equipment after each use.

1.3. All furniture and equipment must be sanitized at the end of each day.

2. **Social Distancing:**

2.1. Spread out furniture and equipment to the best of our ability to ensure 6ft between guests when utilizing the furniture and equipment. If furniture cannot be moved to observe the 6-foot distancing rule, a sign will be placed on the furniture to not be used.

Meeting Rooms

1. **Sanitation:**

1.1. All chairs, tables, equipment sanitized after each use.

1.2. Notepads/pens upon request only - sanitize pens after each use.

1.3. Self-service beverage stations must follow the same guidelines as room beverage stations.

2. **Social Distancing:**

- 2.1. Tables and Chairs must be spaced to accommodate social distancing requirements

Lobby and Guest Corridors

1. **Sanitation:**

- 1.1. **Elevators:** Wipe down buttons both on the exterior and interior of the elevator. Place a hand sanitizer station at the entrance to each elevator.
- 1.2. **Sundry Shop:** Add safety and sanitation products examples would be face masks and hand sanitizer.
- 1.3. **Public Restrooms:** All public restrooms will be closed except for public restrooms in the ballroom area when meetings are actively taking place.
- 1.4. **Magazines and newspapers:** Remove these items. They will not be offered for the time being.
- 1.5. **Vending and Ice Machines -** Vending machines and Ice Machines must be disinfected at least four times a day, and more frequently during high traffic times.
- 1.6. **Guest Laundry Room:** This area will be closed for the time being.

Shuttle Service

1. **Sanitation:**

- 1.1. The shuttle must be sanitized after each trip, wipe down all seats, handles, and any other high touch areas.

2. **Personal Protective Equipment:**

- 2.1. All passengers in the van must be wearing a facemask.

3. **Social Distancing:**

- 3.1. If there is more than one group traveling together in the van the occupancy of the van should be reduced by 50% to allow adequate distancing between passengers.

How to Safely Wear and Take Off a Cloth Face Covering

Accessible: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



USE THE FACE COVERING TO HELP PROTECT OTHERS

- Wear a face covering to help protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water

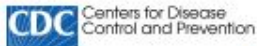


CS 3164884 06/10/2020

Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a cloth face covering, see:

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)



Coronavirus Disease 2019 (COVID-19)

How to Wash Cloth Face Coverings

Cloth face coverings are an additional step to help slow the spread of COVID-19 when combined with every day preventive actions and social distancing in public settings.

Cloth face coverings should be washed after each use. It is important to always remove face coverings correctly and wash your hands after handling or touching a used face covering.

How to clean

Washing machine

- You can include your face covering with your regular laundry.
- Use regular laundry detergent and the warmest appropriate water setting for the cloth used to make the face covering.



Washing by hand

- Prepare a bleach solution by mixing:
 - 5 tablespoons (1/3rd cup) household bleach per gallon of room temperature water or
 - 4 teaspoons household bleach per quart of room temperature water
- Check the label to see if your bleach is intended for disinfection. Some bleach products, such as those designed for safe use on colored clothing, may not be suitable for disinfection. Ensure the bleach product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.
- Soak the face covering in the bleach solution for 5 minutes.
- Rinse thoroughly with cool or room temperature water.



Make sure to completely dry cloth face covering after washing.

How to dry

Dryer

- Use the highest heat setting and leave in the dryer until completely dry.



Air dry

- Lay flat and allow to completely dry. If possible, place the cloth face covering in direct sunlight.