

**COVID-19 Health and Safety Plan  
The Makai Club Resort  
4180 Lei O Papa Road  
Princeville, Kauai, Hawaii 96722  
Telephone: (808) 826-8815**



Your safety and health has always been our top concern. We are enhancing our high level of cleaning standards for the wellbeing of your family as you enjoy time together at one of our resorts. Each day our Associates are provided personal protective equipment and screened – to uphold their safety and yours. Around the resort and in your room you will notice additional steps to sanitize high touch items, increase distancing, and continuously deep clean common areas. We are also informing and asking every guest to participate in creating an enjoyable and safe experience with a pledge to Courteous Conduct at our resort that includes face coverings and social distancing. All of these efforts to Vacation Well are to protect you, our valued Guests, and our Associates.

Rest assured that our spacious accommodations offer natural distancing and there are natural open spaces in the surrounding area for your enjoyment. As our communities continue to move through phases of reopening, we encourage you to support local businesses during your vacation.

Before you travel, please review CDC and State health advisories to confirm eligibility to stay with us. If you are displaying symptoms of COVID-19 or have been in contact with someone diagnosed with COVID-19 please follow the recommendations of Public Health Officials and stay home.



# Common Areas are Sanitized & Modified to Be Spacious

High traffic areas like the hot tub, pool, fitness center, and lobby are sanitized at the beginning and end of each day, with frequent scheduled mid-day cleanings. You will notice that we have adjusted furniture to maintain social distancing and all recreational equipment checked out from the front desk will be disinfected after each use. We encourage you to use the hand sanitizer stations located throughout the resort.



## Rooms Sanitized & Sealed

Your guest room has been through an enhanced cleaning regimen and a supervisor has verified sanitization. A seal sticker on the entry door indicates the room has passed inspection and not been entered since it was cleaned and sanitized.

All surfaces have been disinfected, including the couches, chairs, beds, and pillows. Our housekeeping associates have gone through additional, enhanced training and certification program on a 4-step cleaning process using hospital grade products and state of the art electrostatic sprayers.

Efforts are being taken to reduce touch points while keeping you informed and inspired during your stay with us. Our Guest Directory and guide to the local area have been removed from rooms and are now available as digital magazines. Your pre-arrival and check-in communications will include links to digital resources.

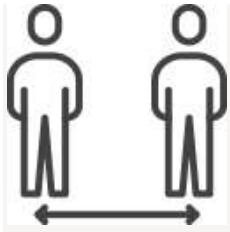
If you require anything to make your stay more enjoyable, our associates will provide a contactless delivery of your items in a bag left at your door.



# Associate Readiness

To ensure our associate's safety and yours, our associates will go through a health screening process prior to their shift. All associates are required to use facial coverings and to practice social distancing guidelines.

Our housekeeping associates have gone through additional, enhanced training and a certification program on a 4-step cleaning process using hospital grade products and state of the art electrostatic sprayers.



## Courteous Conduct

We are asking all guests to follow local masking guidelines and maintain social distancing when entering common areas of the resort for everyone's protection. Complimentary hand sanitizer is placed in your room prior to check-in and we highly encourage you to use the stations placed around the resort for your convenience. Our spacious accommodations provide natural distancing for your family vacation. Large gatherings in common areas are not permitted. Should you desire more space to entertain family and friends we are available to recommend local parks in the area.



# Flexible Cancellations

## **Rental Guests**

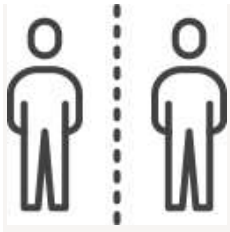
As added peace of mind we offer a full refund on a cancelled reservation up to 7 days from check-in so you can book today with ease. As added flexibility, there is no fee to change a reservation up to 7 days from check-in.

## **Owners**

You may deposit your week with our exclusive exchange network Grand Pacific Exchange (GPX) up to 6 days from check-in by calling [\(866\) 325-6295](tel:8663256295).

## **Exchangers**

Please refer to your exchange provider to determine what their cancellation policies are. Policies vary company to company.



# Front Desk

## **Check-in**

Our goal is to minimize contact while still delivering exceptional service. You will receive an email and phone call prior to check-in with detailed instructions. We understand some guests will want to speak directly with someone at the front desk. We ask that if you do need to come into the lobby during check-in that you limit it to one person and leave luggage in your vehicle.

## **Check-out**

We will email your check-out folio and answer any questions via text or by calling the front desk.



**IMPORTANT:** Before you travel, we encourage you to perform a self-assessment COVID-19 health screen. If you or any persons in your travel party are experiencing any flu-like symptoms associated with COVID-19 including fever, chills, cough, shortness of breath, fatigue, muscle ache or pain, sore throat or new loss of taste or smell or if you or anyone in your travel party have been exposed or in close contact with anyone who has been diagnosed with COVID-19, please follow the recommendations of public health officials and stay home. For additional information concerning COVID-19 or a self-assessment COVID-19 health screening, please refer to Centers for Disease Control and Prevention [on their website](#). We reserve the right to restrict resort access for any persons experiencing or exhibiting any coronavirus or flu-like symptoms.

**COVID-19 WARNING:** Our resort is a lodging facility. Please consider that there is an inherent risk of exposure to COVID-19 or other infectious diseases in any place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and in some cases, death. According to the Centers for Disease Control and Prevention, EVERYONE IS AT RISK of contracting COVID-19. Older adults and those with underlying medical conditions are especially vulnerable. Although we have implemented recommended practices to promote the health and safety for all of our timeshare owners, guests and employees, we cannot ensure 100% or be held liable that our premises are free from contagions, whether caused by us or any of our guests or employees. By voluntarily entering and being present at our resort facilities, you (and each person in your travel party) acknowledge and agree to accept complete and sole responsibility of the inherent risks associated with potential or actual exposure to infectious disease contagions.



### — Are Employees Wearing Masks?

Yes. For your safety and ours, all Associates are required to follow State and local public health guidelines in wearing a mask.

### — Am I Required to Wear a Facial Covering?

While we are taking steps to increase physical distancing in common areas, we are still asking guests to wear a facial covering when in common areas around the resort. We understand that some Guests are unable to wear a facial covering due to health restrictions. Please limit your interactions in common areas and have a member of your household with to help ensure physical distancing.

### — What Will the Check-in Process Be?

Steps are being taken to reduce touch points and make this process as contactless as possible including a curbside option. When you arrive, please call the front desk at your resort for further assistance. We ask that if you do need to come into the lobby during check-in that only one person enters and that you leave luggage in your vehicle.

### — Will Amenities and Common Areas be Open?

As needed and where it is possible, furniture is being adjusted to increase distancing in common areas. We ask all Guests to be courteous of others by not creating group gatherings in these spaces and by wearing a mask. Common areas undergo deep cleaning at the beginning and end of each day. Additional cleanings will be made throughout the day as needed.

### — What Are the Enhanced Cleaning Measures?

- Electrostatic sprayer
- Hand sanitizer available around the resort
- Rooms are sealed after sanitization is verified by management
- Guest directories have been removed and replaced with digital resources
- Remote controls are sanitized and placed in a sleeve
- Delivery of items will be dropped at the guest door in a bag
- Common areas are treated with an electrostatic sprayer and we encourage you to use the hand sanitizer available around the resort frequently.
- Guest rooms undergo an enhanced cleaning regimen and management verifies the added measures of sanitization. A seal on the entry door indicates the room has passed inspection and has not been entered since it was cleaned and sanitized.

Aloha! The State of Hawai'i Safe Travels Hawai'i Program is a multilayered process designed to mitigate the spread of COVID-19 in our community from transpacific and inter-island visitors arriving at airports/ports across the Islands.

For anyone planning travel to or between the Hawaiian Islands, it is important to be aware of the new and enhanced State of Hawai'i Safe Travels Hawai'i Program entry requirements prior to departure. All information can be found by visiting the [Hawai'i Safe Travels website](#).

Individuals fully vaccinated in the U.S. (or its territories) may bypass the state quarantine mandate without a pre-travel COVID-19 test. Fully vaccinated persons must have completed the recommended vaccine dosage at least 14 days prior to arrival date. Beginning the 15th day after the final vaccine dose, travelers must upload their proof of vaccine record to the Hawaii Safe Travels portal, print an actual copy, and hand carry the confirmation of the submission prior to departure to Hawaii from the U.S. (or its territories).

Individuals without full vaccination, may bypass the state quarantine mandate with a pre-travel Covid-19 test. The pre-travel Covid-19 test must be provided by a Trusted Testing and Travel Partner no more than 72 hours before beginning the flight to Hawaii. Travelers must upload their proof of negative Covid-19 test result to the Hawaii Safe Travels portal, print an actual copy, and hand carry the confirmation of the submission prior to departure to Hawaii from the U.S. (or its territories).

All other trans-Pacific travelers (not fully vaccinated and no pre-travel Covid-19 test) must quarantine for 10 days upon arrival in Hawaii.

**PLEASE NOTE:**

**Anyone who chooses not to participate in the State of Hawai'i Safe Travels Hawai'i Program is subject to the 10-day quarantine upon arrival. If you are subject to the 10-day quarantine, you will be unable to check-in at Makai Club Resort. At this time, the vaccine does not exempt anyone from quarantine in the State of Hawai'i.**

## CHECKING-IN AT THE RESORT

- Upon arrival at the Resort, you will be asked to provide documentation proving that all persons in your party are not subject to quarantine (i.e. your QR CODE from the Safe Travels Account indicating Negative). Once the registration form has been completed and verification that no one in your party is subject to quarantine, you will be checked-in.
- **If you or anyone in your party arrive with positive or pending test results, you will not be able to check-in.** If you are concerned your test results might be positive or pending prior to your arrival at the Resort, we encourage you to make alternative reservations as a precaution.
- In compliance with CDC and State recommendations, we are asking all Owners and Guests to wear facial coverings and maintain social distancing when entering common areas of the Resort. We also encourage you to use the hand sanitizer stations that have been placed throughout the property. Large gatherings in common areas are not permitted. Should you desire more space to entertain family and friends, we are available to recommend local parks in the area.
- If you experience a delay or disruption during your travels and need to speak to the Front Desk to make arrangements for late check-in, please call (808) 826-8815. Before you travel, please review the Hawai'i State Department of Health's website for additional guidance by clicking [here](#).

**Mahalo for choosing Makai Club Resort as your vacation destination. We look forward to safely welcoming you and hope you enjoy all Kaua'i has to offer.**

<https://makaclubresort.com>

<https://makaclubresort.com/covid-19-update/>

