



## Guests and Hotels: A Shared Responsibility

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### TO OUR VALUED GUEST,

Mahalo (*thank you*) for making Mauna Kea Resort your home while visiting the Island of Hawai'i. Our goal is to provide you a timeless experience that reflects what generations of travelers have enjoyed.

Our resort legacy has always regarded the safety and wellbeing of our guests and associates of paramount importance. We have introduced preemptive measures that focus on delivering the next level of hospitality cleanliness protocols and resort service by following recommendations by the Centers for Disease Control and Prevention (CDC), Marriott International and the Hawaii Lodging and Tourism Association (HLTA).

As part of our commitment to ensure your safety, we have developed new procedures to make your stay as comfortable as possible. To ensure this is accomplished, we recognize that our valued guests are vital partners in preventing the spread of COVID-19.

We appreciate, in advance, your pledge to help us ensure the resort remains safe and secure for all guests and our associates.

I Pledge To:

- Display 'Aloha' with a modest 'Shaka' in lieu of a handshake or hug
- "Smile" underneath my mask, which I must wear in indoor public hotel spaces and around other guests and associates  
*Note: To allow you to fully embrace and enjoy Hawaii's fresh tropical air, you are not required to wear a mask while dining (when seated), during outdoor activities and when lounging on the beach or at the pool*
- Keep in contact by providing my mobile phone number and email address to the hotel upon arrival
- Use the vast oceanfront setting of Mauna Kea Resort to social distance from others not in my family
- Monitor my health daily focusing on wellness as my priority

If during your stay, you begin to experience flu-like symptoms please remain in your room, contact hotel management, and we'll arrange for medical assistance. We have protocols at-the-ready to assist you should this occur.

We appreciate your cooperation and your pledge, which will allow you, those traveling with you and all of our guests to enjoy time here at Mauna Kea Resort. We look forward to sharing our Aloha and welcoming you and your family.

