



Commitment to Cleanliness

Ensuring your health, safety, and comfort.



Commitment to Cleanliness

Caring for our guests and providing exceptional service has always been our top priority at Mauna Kea Resort. While the recent COVID-19 pandemic has changed the world and how business is conducted, we remain positive and look forward to welcoming all of our guests with a commitment to ensure their health and safety as they join us to relax and enjoy all we have to offer.

We have further enhanced our cleaning guidelines following recommendations by the Centers for Disease Control and Prevention (CDC), Marriott International and the Hawaii Lodging, Tourism Association (HLTA) and the Proclamation by the State of Hawaii. These procedures and guidelines may evolve over time to reflect new government guidance and expectations. Please visit each of our hotels' websites for the latest updates.



ENHANCED SANITIZATION/TECHNOLOGY

- Enhanced cleaning protocols are used to disinfect spaces regularly, especially during peak usage.
- Electro-static devices are used to ensure effective sanitization of public areas.
- Consistent and frequent disinfection of high-touch items in public areas.
- Hand sanitation stations are available throughout the hotel, especially in high-traffic areas.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Personal face masks and additional amenity items such as hand sanitizer and surface disinfecting wipes may be offered where available.



PHYSICAL DISTANCING

- Guests are asked to practice physical distancing by standing at least 6 feet (2 meters) away from other people not traveling with them. Associates are required to practice social distancing with all guests.
- Where applicable, lobby furniture, restaurant layouts, and other public seating areas have been reconfigured to allow for physical distancing.



POSITIVE GUEST PROTOCOL

- With guidance from the CDC, the hotel will accommodate guests who have an existing reservation and who have been tested positive for COVID-19, or are identified as close contacts of a person who is positive for COVID-19. The positive guest will be accommodated onsite, or at an alternative location. Guests awaiting test results must quarantine in their hotel room until a negative result is confirmed.



Employee Training



TRAINING

- All employees have completed a comprehensive COVID-19 pandemic training including safety protocols for PPE, handwashing, cleaning and physical distancing guidelines.

WORK AREA

- Sanitation guidelines have been established for all work areas and appropriate cleaning/disinfecting supplies are provided.
- Frequent cleaning and sanitation of high touch surfaces is conducted throughout the day.
- Signage regarding physical distancing, best health/safety practices and instructions for employees who are not feeling well have been placed throughout employee areas.

POLICIES

- Employees with COVID-19 symptoms or those who have had recent exposure to someone with COVID-19 related symptoms are required to stay home.
- All employees are required to follow new sanitation, safety and physical distancing guidelines.

WELLNESS/SAFETY

- Employees are required to use appropriate PPE and sanitation supplies to ensure their safety as well as the safety of hotel guests.



Guest Experience



ARRIVAL

- Mauna Kea Resort offers touchless or low-touch solutions and has adopted contactless technologies including: mobile check-in, mobile key, mobile dining menus and reservations, mobile chat and guest requests via the Marriott Bonvoy™ app.
- Self service or assistance is offered for transporting guest luggage. Bell carts are disinfected before and after each use.

DEPARTURE

- In-room express check-out service is available and encouraged to expedite a contactless departure experience.





Hotel Facilities



GUEST ROOMS

- We will provide housekeeping service every day with a focus on high touch surfaces, and while the guest is away from the guest room. If a guest prefers limited entry to their guest room, a preference of no housekeeping service can be requested.
- Every guest room is deep cleaned between stays.
- Nonessential high-touch items now available only upon request and surface disinfecting wipes are provided in every guest room.
- Extra attention is devoted to disinfecting high-touch items including bathroom surfaces, buttons, knobs and switches, doors and handles, electronics and telephones, and luggage racks.

PUBLIC AREAS

- To maintain physical distancing protocols, guests are encouraged to share elevator space with travel companions only.
- We have enhanced cleaning protocols to disinfect public spaces including all high-touch items such as elevator buttons and handrails throughout the day and especially during peak usage.
- Hand sanitation stations are available throughout the hotel, especially in high-traffic areas.



Hotel Facilities



BEACH & POOL

- Guests are encouraged to pick up and return their own towels.
- Alternative beverage options (complimentary water flask) are offered to minimize high touch water station use.

FITNESS CENTER

- All equipment and surfaces are sanitized with approved solutions and protocols.
- Hand sanitizer and equipment sanitization supplies are provided for guest use.
- Individual pieces of fitness equipment may be repositioned to provide social distancing.





Food & Beverage



RESTAURANTS

- Takeout options are offered at every restaurant.
- Digital menus are available.
- Outdoor space is abundant and used fully to provide healthy, spacious restaurant seating.

IN-ROOM DINING & GRAB + GO

- In-Room Dining is available for guest pickup.
- Packaging and products for takeout are single-use and disposable.

COMMITMENT TO CLEANLINESS



Relaxation & Wellness



MANDARA SPA

SPASAFE
A HEALTHY SPA ♥ A HEALTHY YOU

- All contact surfaces, tools and equipment are disinfected and sanitized following CDC recommendations using EPA registered products in accordance with industry standards.
- All staff are trained regularly and certified on cleaning and sanitization procedures.
- Appointment times are set to allow sufficient time between guests to sanitize and disinfect treatment areas.
- Additional hand washing and/or sanitizer stations are available throughout the facility.





Meetings & Events



MEETING + EVENT SPACES

- We consult with each meeting planner to review and align together on expected social distancing practices and other associated protocols.
- We have leveraged technology to reduce contact in key areas from mobile check-in to event registration and attendee badging.
- Hybrid live/virtual meeting experiences are available through the client's preferred streaming platform.
- Enhanced cleaning protocols are in place and meeting spaces and restrooms are sanitized often.
- Frequently touched items such as elevator buttons, stair handrails and door knobs are disinfected.
- Hand sanitizer stations are in place throughout the meeting spaces.

MEALS + BREAKS

- Menu choices include a wide variety of hygienic dining options tailored to group size, including grab-and-go, bottled beverages, and plated service.





Golf



GOLF SHOP

- Masks must be worn while in the clubhouse and golf shop.

GOLF COURSE

- Single cart riders are allowed.
- Golf carts can be shared.
- Each golf cart is cleaned and sanitized after each use.
- Golfers are expected to discard all trash from their golf cart post-play in receptacles provided.
- All rental clubs and bags are sanitized between guest use by golf staff.



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Tennis & Pickleball



TENNIS & PICKLEBALL

- All rental equipment is properly sanitized between guest use by tennis staff including rackets, tennis baskets, hoppers and ball mowers.
- Players are responsible for social distancing themselves during water breaks.



PLEASE VISIT [MAUNAKEARESORT.COM/CLEAN](https://maunakearesort.com/clean)
FOR THE MOST UP-TO-DATE INFORMATION ON OUR POLICIES.



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