



# Welcome

Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are at the Ala Moana Hotel by Mantra. The Ala Moana Hotel by Mantra has been prioritizing the safety and wellbeing of our guests and team members every day for more than 50 years.

High standards of hygiene and cleanliness are already delivered across all of our brands locally and globally. However, due to the Covid-19 pandemic and with a focus on guest care as hotels reopen, we have elevated these even further by launching our ALLSAFE Label which represents some of hospitality's most stringent cleaning standards.

## ALLSAFE LABEL

Ala Moana Hotel by Mantra's cleanliness and operational standards have been developed with and vetted by Bureau Veritas, a world leader in testing, inspections and certification, provides:

### ARRIVAL EXPERIENCE

All reception desks are equipped with personal protective shields, providing physical distancing for team members and guests. Our guests will receive contactless temperature screening and will be asked to complete a health questionnaire upon check-in. An ALLSAFE Officer is available 24/7 for all health and safety concerns and emergencies.

### LOBBY AND PUBLIC AREAS

The frequency of cleaning and sanitizing has been increased in our lobby and all public areas. Emphasis on frequent contact surfaces including, but not limited to, reception counters, Bell desk, elevators and elevator buttons, door handles, public bathrooms, room locks, ATMs, pool and stair handrails, fitness equipment, spa equipment, salon equipment, dining surfaces and seating areas. Masks or face coverings are required to be worn, covering nose and mouth, in all public areas and when physical distancing cannot be maintained. Health and hygiene reminders are located throughout the property for all guests. Elevators are limited to no more than two (2) guests per elevator and signage are clearly posted explaining the current procedures.

### GUEST PHYSICAL DISTANCING MEASURES

With a focus on safety during your stay, we have new standards of physical distancing measures throughout the hotel and specifically in our public areas. Public areas have been rearranged to facilitate physical distancing, hand sanitizer stations have been placed in key areas, floor decals and will assist guests in practicing physical distancing.

### ENHANCED CLEANING AND HYGIENE STANDARDS

Our enhanced in-room cleaning program uses EPA-approved disinfectants and cleaning materials and is now standard at the Ala Moana Hotel by Mantra. Our enhanced cleaning and sanitizing protocols are used to clean guest rooms with specific attention on high-touch areas and items.

### ENHANCED TEAM MEMBER TRAINING

Training and education of our team members is a critical aspect of health and safety and we have launched a new safety and hygiene training program to help everyone develop the skills and education necessary to protect themselves and you, our guests. All team members are screened upon arrival to work, which include temperature checks and team member health questionnaire. Team members are encouraged to stay at home if they are not feeling well and seek advice from their Personal Care Provider if they are experiencing symptoms. All team members are required to wear appropriate Personal Protective Equipment while in public areas.

### ENHANCED FOOD AND BEVERAGE SAFETY STANDARDS

We have always cared deeply about the safety, quality and environmental impact of our food. At the Ala Moana Hotel by Mantra, we have now established new, even higher standards for our restaurants which exceed government and local regulations. Restaurants have reduce seating capacities to allow for physical distancing between each seated group/party of guests. Masks or face coverings are required but may be removed while eating or drinking. The frequency of cleaning and disinfecting of all high-touch areas on tables between dinners have been increased.

### RETAIL SPACES SAFETY STANDARDS

In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate safe physical distancing at our retail spaces. Masks or face coverings are required while in all retail spaces.

We are immensely proud of how our team members, guests, owners and partners are responding to this historic challenge and we thank you for your support and want to assure you of our deepest commitment to keeping you safe as you stay with us.



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**SITE CHECKED BY  
BUREAU VERITAS ON  
ALLSAFE ACCOR LABEL FOR THE 2020 PERIOD**

