



Aloha Valued Guests,

Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are. The health, safety and well-being of our staff, guests and partners remains our top priority as the world goes through this unprecedented crisis.

For us, knowing how to best care for our guests and reassure them that they will receive a safe welcome in our hotels is part of our DNA and comes naturally. Ala Moana Hotel by Mantra has been prioritizing the safety and wellbeing of customers and employees on a daily basis for the past 50 years. High standards of hygiene and cleanliness are already a given in our hotel.

However, as Hawaii re-opens its arms to visitors, we are going even further with the implementation of additional hygiene and safety measures that draw on our long-standing experience and best practices.

Our mission is to protect guests and staff, make sure that travelers know they will feel safe, and by doing so revive guests' interest in travel.

Accor globally has now established some of the most stringent cleaning standards and operational procedures in the world of hospitality to ensure guest safety.

These standards have been developed with and vetted by Bureau Veritas, a world leader testing inspections & certification.

Enhanced Cleanliness Protocols

New stringent cleanliness standards have been implemented and monitored across the hotel and include a reinforced cleaning program with frequent disinfection of all high-touch areas like elevators and public restrooms.

An enhanced in-room cleaning program using updated hospital grade cleaning materials has been introduced, including sanitizing and disinfecting both porous and non-porous surfaces after every stay. Furthermore, the hotel has introduced a new food grade chemical that acts as a preventative shield against infectious particles.

Regular deep cleaning is being carried out on upholstery and carpets along with all bedding being washed and treated at high temperatures.

Enhanced Staff Training

Training & Education of employees is a critical aspect of health & safety and has increased in line with newly introduced protocols.

Accor has launched a new comprehensive safety & hygiene training program to ensure all employees worldwide have the skills and education necessary to protect themselves and our guests.

Online training as well as classroom training at Ala Moana Hotel has been mandated for all new and existing team members.

New Guest Contact Measures

To ensure all guests remain safe during their stay, Ala Moana Hotel has implemented new standards to ensure social distancing measures throughout the hotel and specifically in hotel public areas.

- All guests and team members are required to wear face-masks when in public spaces of the hotel, in line with mandates from the Hawaiian governor.
- The servicing and maintenance of guest rooms is only conducted in vacant rooms in order to ensure safe distancing measures.
- All restaurants, cafes and public area seating comply with government specified distancing measures.
- Guests are able to purchase individual sanitizer, wipes and masks from the hotel. Signage is utilized throughout guest touchpoints to advise guests of the necessary restrictions.
- Ala Moana Hotel has also implemented partitions at front desks to provide additional protection for all guests and staff.
- The fitness center and swimming pool facilities have been closed in line with state guidelines. The re-opening of these services will be done in conjunction with the hotel's renovation project and new cleaning protocols.
- Furthermore, the introduction of contactless payment solutions will further increase levels of hygiene at the hotel.

Enhanced Food Safety Standards

At Ala Moana Hotel, we care deeply about the safety, quality and environmental impact of our food.

We have established new Covid-19 protocols and standards as we reopen our cafes and restaurants, which exceed government and local regulations.

This includes commitments such as maintaining 6ft distance across tables and maximum 8 per table/group, all employees are to wear masks and gloves in kitchens, sanitation gel products are available in public restaurant areas and new procedures are being introduced for buffet service once restrictions permit. In addition to these measures, enhanced employee training on awareness and cleanliness procedures has been introduced across all outlets.

Global Medical Support for Guests

Accor, a global hospitality leader, and AXA, a global leader in insurance, recently announced an innovative strategic partnership to provide medical support to guests across the 5000 Accor hotels worldwide.

As soon as July 2020, this partnership will enable Accor guests to benefit from the highest level of care thanks to the expert medical solutions of AXA Partners, AXA's international entity specialized in assistance services, travel insurance and credit protection.

Accor guests will benefit from AXA's most recent advances in telemedicine through free access to medical teleconsultations. Guests will also get access to AXA's extensive medical networks with tens of thousands of vetted medical professionals. This will allow hotels to make the most relevant referrals (e.g language, specialty, etc..) to their guests in the 110 destinations where Accor is present.

We thank everybody for your support and loyalty over the years and hope that you are staying safe, healthy and strong throughout this very difficult environment that we are experiencing. We are very excited to welcome everybody to Hawaii in the near future and we are committed to ensuring that your visit will be a safe, healthy and enjoyable experience in the beautiful land of Aloha.

Best Regards,



Glen Erickson
General Manager