

OUTRIGGER'S CLEAN COMMITMENT



CLEAN
CERTIFICATION



INCREASED
CLEANING



HOST HEALTH
CHECKS



FREQUENT
HAND WASHING



SOCIAL
DISTANCING

DEVELOPED WITH **ECOLAB**® THE GLOBAL LEADER IN HOSPITALITY SANITATION

The Outrigger Way is founded on caring for our guests, our hosts and the places we reside. We extend this dedication to providing the highest standards for health and safety at each of our properties. With that in mind, we have taken these additional steps and more to provide you with a worry-free stay.

GUEST SAFETY

- **Cleaning Supplies**
Using ECOLAB products, the global leader in hospitality sanitation, to ensure all areas are cleaned and disinfected with increased frequency.
- **Queuing**
Signage placed to mark appropriate physical distancing guidelines.
- **Paperless interaction**
Eliminating any unnecessary collateral and implementing touchless key card distribution.
- **Hand sanitizers**
Placed at entrances and exits, as well as various locations throughout the property.
- **In-room**
Items such as compendiums, glassware and toiletries are replaced after each stay.
- **Health and Safety Reminders**
Physical distancing and health guidelines are posted throughout the property.

HOST WELL-BEING

- **Clean Commitment Certification**
All hosts receive mandatory training and certification on our new safety and sanitation standards.
- **Health Checks**
Daily temperature checks given as hosts report to work.
- **Hand washing**
All hosts are required to wash their hands or use sanitizer every 60 minutes (for 20+ seconds) and after any activity using their hands.
- **Shared Equipment**
Will be sanitized before, during and after each shift or anytime the equipment is transferred to a new host.
- **Housekeeping**
Equipped with CDC recommended supplies and protective wear, including gloves, gowns/aprons, masks and eye protection.

PHYSICAL DISTANCING AND INCREASED CLEANING

- **Disinfection and Cleaning**
Using ECOLAB sanitation products approved by the Environmental Protection Agency (EPA) to use against the virus that causes COVID-19.
- **Advanced Sterilization Technology**
UV Wands for front desk and guestroom items and Electrostatic Sprayers for all public areas.
- **Guest Rooms**
Special focus on high-touch areas including: all handles, television remotes, in-room control panels, light switches, toilet seats, nightstands, telephones, alarm clocks, luggage racks and flooring.
- **Public Spaces and Communal Areas**
Increased scheduled frequency of cleaning and sanitizing in all public areas.
- **Front Desk & Concierge**
Adding clear partitions to provide an additional layer of protection.
- **Restaurants**
Seating arrangements to allow a minimum of 6 feet between each party. Tables, chairs, booths and items such as condiments and check presenters are sanitized after each seating.
- **Meeting Spaces**
Setups to ensure physical distancing for all guests.
- **Pools**
Seating configured to allow for 6 feet of separation between groups.
- **Fitness Center**
Increased frequency of cleaning and disinfection of the entire fitness area.
- **Air Filter and HVAC Cleaning**
Air filters in every guest room and in public areas will be replaced on escalated timetables.

Note: Hawaii Vacation Condos by Outrigger® does not manage the public spaces at all of our properties as that is the responsibility of the homeowners associations. Rest assured, all Hawaii Vacation Condo guestrooms are cleaned to our certified high level of sanitation standards.

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines and local agency recommendations, and will continue to update protocols accordingly. We look forward to welcoming you for a safe and relaxing stay with Outrigger's warm island hospitality.