

Aloha,

As a valued guest of Embassy Suites by Hilton Waikiki Beach Walk, your safety and security are our highest priority.

We have a comprehensive plan in place for COVID-19 and are strictly following guidelines from the Centers for Disease Control (CDC) alongside local government authorities. We are closely monitoring the situation and hope for quick containment.

In addition to the high cleanliness standards already in place, to combat the spread of COVID-19, we have taken additional precautionary measures:

- COVID-19 training for on-property hosts.
- Increased sanitation efforts, including the use of disinfectant products approved by EPA (Environmental Protection Agency) specifically for use against emerging viral pathogens for ongoing cleaning of guest rooms, public spaces, gyms and meeting rooms.
- Increased schedule of cleanings, paying particular attention to high-touch areas such as door knobs, elevator buttons, etc.
- Hand sanitizer available in lobby areas.

Housekeeping Services

- For non self-quarantine guests, limited Housekeeping services offered just once each week, or every 7 days for the duration of their stay. During service, guests will need to leave the room.
- All other housekeeping needs, such as fresh terry, linen or trash removal will be provided using doorstep service only.
- Please dial "0" from your room phone or use the texting service on the Hilton Honors App or the Line App at: <https://lin.ee/prQKqe> to request for additional amenities.

Food & Beverage

- Daily complimentary breakfast, in-room dining and evening cocktail reception has been discontinued until further notice.
- Subway at Waikiki Beach Walk is offering to-go sandwiches from 9am-9pm.
- Yardhouse Waikiki is available for to-go options at 808-923-9273
- Ruth's Chris Waikiki is available for to-go options at 808-440-7910

Social Distancing

- Please continue to adhere to social distancing guidelines. This includes a six-foot distance between yourself and other people.
- To support this effort, our pool, fitness center and pool bar, Pakini Bar are closed.

In order to strengthen measures to control the spread of COVID-19 in the State of Hawaii, Governor David Ige issued a mandatory 14-day self-quarantine order for all visitors and residents arriving in Hawaii from the U.S. Mainland, U.S. territories, or other countries. This also includes inter-island travel. Failure to follow this order is a misdemeanor punishable by a maximum fine of \$5,000, or imprisonment of not more than one year, or both. City and County of Honolulu Mayor requires all residents and visitors to wear a face mask when in public at all times. Following CDC guidelines, to mitigate the impacts of COVID-19 all city parks, park facilities are closed until further notice. These measures are intended to reduce large crowds and encourage social distancing and not gather in groups of more than 10 people.

For the most up-to-date information, we encourage you to visit following websites:
State of Hawaii – Department of Health <https://health.hawaii.gov/coronavirusdisease2019/>
Centers for Disease Control: www.cdc.gov/ncov
World Health Organization: www.who.int/emergencies/diseases/novel-coronavirus-2019

We appreciate you choosing to stay with us and visiting our beautiful island of O'ahu. It is the Hilton Promise to bring light and warmth to our guests, hosts and the place we do business. In this manner of caring – please let us know if there is anything more we can do to provide you with a comfortable and safe stay.

Mahalo,

Simeon Miranda
General Manager
Embassy Suites by Hilton Waikiki Beach Walk