

KNOW **BEFORE**

YOU **GO**

AN *d* AZ. | MAUI at WAILEA
RESORT

We at the Andaz Maui at Wailea Resort can't wait to welcome you back to our resort. As you know, the world has gone through a significant change, and that is no different on Maui, so we wanted to reach out and answer some of the questions you may have about the way you travel and stay with us. As always if you have any additional questions, please feel free to contact our Guest Service Center at 808.573.1234.

PRE-ARRIVAL

▲ Without a negative COVID-19 test upon check-in, you will be subject to a mandatory 14-day quarantine

The Hawaii State Department of Health is requiring all arrivals to Maui present a negative COVID-19 test done 72 hours prior to your departure flight to Hawaii. The state of Hawaii is only accepting tests from trusted testing and travel partners.

Helpful Pre-travel Links

- ▲ [Up-to-date Travel Information for Hawaii](#)
- ▲ [Mandatory Travel and Health Form](#)
- ▲ [Hawaii COVID-19 Trusted Travel and Testing Partners](#)
- ▲ [Frequently Asked Questions](#)

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CARE AND CLEANLINESS

We are committed to upholding the highest standards of cleanliness in an effort to ensure our colleagues and guests enjoy a healthy, safe and comfortable environment. More information can be found [here](#). These are some of the specific health and safety measures currently in place:

- ▲ Colleague certification and training for hygiene and cleanliness
- ▲ Increased frequency of cleaning with hospital-grade disinfectants on all high touch surfaces, guestrooms and shared spaces
- ▲ Appointment of Hygiene, Safety and Wellness Managers
- ▲ Plexi-glass barriers in areas of high engagement
- ▲ Accreditation by the Global Biorisk Advisory Council
- ▲ Implementation of enhanced food safety and hygiene protocols in restaurants, room service and group meetings and events
- ▲ Social distancing guidance in public areas across the resort
- ▲ To minimize contact for your safety, the resort will be a "cashless environment"

For an in-depth look at the changes we've made around the resort: [Resort COVID-19 Safety Video](#)



Per Hyatt's safety and cleanliness guidelines, all guests and colleagues are required to wear face coverings in public areas.



HOUSEKEEPING

At this time, we appreciate our guests may prefer the opportunity to limit potential contact points with others in their space. As such, we are adjusting our housekeeping services to minimize guest room entry.

- ▲ Housekeeping services will be provided every third day during a guest's stay
- ▲ Daily guestroom service is available but will need to be scheduled in advance with a Resort Host
- ▲ Housekeeping service will only be provided when the room is vacant
- ▲ We will be temporarily suspending turndown services until further notice

DINING

Our food and beverage outlets have been modified. Please see below for a list of changes. We encourage our guests to utilize mobile food ordering and to-go options but still welcome you to dine with us if you prefer.

Ka'ana Kitchen

- ▲ Breakfast (À la carte menu) // 6:30 am >> 11:00 am
- ▲ Dinner // resuming operations on November 15, 2020

Lehua Lounge

- ▲ Lunch and Dinner // 11:00 am >> 10:00 pm

Morimoto

- ▲ All Day Dining // 12:00 pm >> 8:00 am
- ▲ resuming operations on November 5, 2020

Feast at Mokapu

- ▲ Lu'au available on Sundays at 5:30 pm // beginning November 22, 2020
- ▲ For more information and bookings // feastatmokapu.com

In-Room Dining

- ▲ Breakfast // 6:00 am >> 11:00 am
- ▲ All Day Dining // 11:00 am >> 10:00 pm

Mokapu Market

- ▲ To-go Food Service // 5:00 am >> 10:00 pm

Bumbye Beach Bar

- ▲ Temporarily suspending operations

'AWILI SPA AND SALON

'Awili Spa and Salon will reopen on November 5, 2020 with the following changes:

- ▲ Masks are required for all spa services, no exceptions. Masks are also required throughout the spa facility, except when inside sauna or heated plunge pool.
- ▲ Couples massages and bath ritual soaks will temporarily not be offered
- ▲ Steam room usage will not be allowed as a precautionary measure
- ▲ For more information and a list of services // [Awili Spa Website](#)

RESORT AMENITIES

We understand that an essential part of your experience at our resort revolves around the variety of amenities we offer. During this time you may see some changes to the offerings and scheduling of activities. We will do our best to ensure that these adjustments will not impact your stay

- ▲ Pools will be open with pool occupancy and seating adjusted for social distancing
- ▲ Fitness center will open with set workout times at the top of the hour and 45 minute limits. Masks are required while using fitness center.
- ▲ Car and shuttle services will be temporarily suspended
- ▲ Welzie Art Gallery and pop-up shops will resume operations on November 15, 2020
- ▲ To reserve cabanas in advance please book online at andazmaui.ipoolside.com
- ▲ Fitness classes offered once daily at 7:15 am. You will be able to sign up for classes once on property.
- ▲ Valet parking will be available for an additional fee. No self-parking option is available.
- ▲ A detailed resort activity calendar will be provided upon check-in