

the SURFJACK

Hotel & Swim Club

Surfjack's Safety Vibe Pledge

Our safety pledge vibe includes all of the health and safety measures we have implemented during the COVID-19 pandemic to ensure the well-being of our beloved guests and staff members.

Guest Safety

All "high touch" surfaces at the Surfjack are cleaned with disinfectant frequently. Hand sanitizer stations are available throughout the property. Seats in public areas are set in legal clusters with 6 feet between pods. We provide disinfecting wipes to guests for water, ice and sunscreen dispenser usage.

Check-in & Check-out Experience

Guest Services Agents wear safety masks. We place stanchions at Guest Services to create 6 feet safe distances. We disinfect surfaces, pens, and room keys by using wipes/sprays between use. Each party is 6 feet away if there is a line during check-in & check-out. We practice 6 foot social distancing from guests during servicing.

Guest Room Experience

Room Attendants and maintenance wear safety masks and gloves. We implement disinfecting procedures of "high touch" areas.

Dining Experience

Servers, bartenders, and runners wear safety masks. Guests must wear masks and practice social distancing while in line to order. Tables, chairs and condiments are sanitized with disinfectant after each seating. We implement legal high temperatures when washing tableware, utensils and cookware.

Our Staff Well Being

Employees are required to have temperature checks daily and wear masks while on duty. For Surfjack public events, we will temperature check attendees at the door. Employees are strongly encouraged to wash hands or sanitize after any hand activity.

The Surfjack will continue to monitor and implement all Hawaii State Health Department Guidelines.



MASKS ARE REQUIRED IN THE LOBBY, LIVING ROOM, POOL DECK, CABANAS, HALLWAYS, & ELEVATORS.



Unless eating or drinking at Mahina & Sun's or physically in the pool, the Hawai'i State Law requires **FACE MASKS TO BE WORN AT ALL TIMES**. Mahalo for doing your part!



Please refrain from bringing personal water flasks, outside food, & room glassware down to the swim club.



The Surfjack is open to **REGISTERED GUESTS ONLY**. Please register all guests to your room with our Guests Services team - they are happy to serve you!



Please practice social distancing while in the elevator. **4 PEOPLE MAXIMUM**. Families are an exception.