

# 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**

Masks are required in all public areas by everyone.

All arriving guests are subject to temperature checks and quarantine as stated by Hawaii Law.

All "high touch" public areas at the Surfjack are sanitized hourly by housekeeping.

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.

We encourage social distancing in elevators with a maximum of 4 people at a time.

### **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/patrons are subject to temperature checks.

Guests must wear masks and social distance with exception of actively eating and drinking in designated areas while sitting.

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.

Any temperature of 100 degrees or higher will be sent home if employee, emergency room if guest. 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.