

The Surfjack's Safety Pledge

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

Guest Safety

The State of Hawaii Law requires MASKS indoors, outdoors, & in public spaces of our hotel. Not following MASKS mandates are punishable by up to \$5,000 fines & possible imprisonment. All arriving guests must have Hawaii's SAFE TRAVEL APP Negative Test Result to avoid quarantine. All arriving guests are subject to temperature checks & 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. We provide disinfecting wipes to guests for water, ice & sunscreen dispenser usage. We encourage social distancing in elevators with a maximum of 4 people at a time. Groups of no more than 5 allowed anywhere in public areas of hotel. Practice 6 feet social distancing; wash hands often. For Surfjack public events, we will temperature check attendees at the door.

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, & 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 & maintenance wear safety masks & gloves. We implement disinfecting procedures of "high touch" areas. Bulk amenities are replaced after every checkout.

Dining Experience

Servers, bartenders, & runners wear safety masks & wash hands often. Guests/patrons are subject to temperature checks. Guests must wear masks & social distance with exception of actively eating & drinking from Mahina & Sun's restaurant; 5 people maximum per group. Tables & chairs are sanitized with disinfectant after each seating. We implement legal high temperatures when washing tableware, utensils & cookware.

Our Staff Well Being

Employees are required to have temperature checks daily & wear masks while on duty. Any temperature of 100 degrees or higher, employee will be sent home. The Surfjack staff maintains 6 feet of social distancing while serving guests.