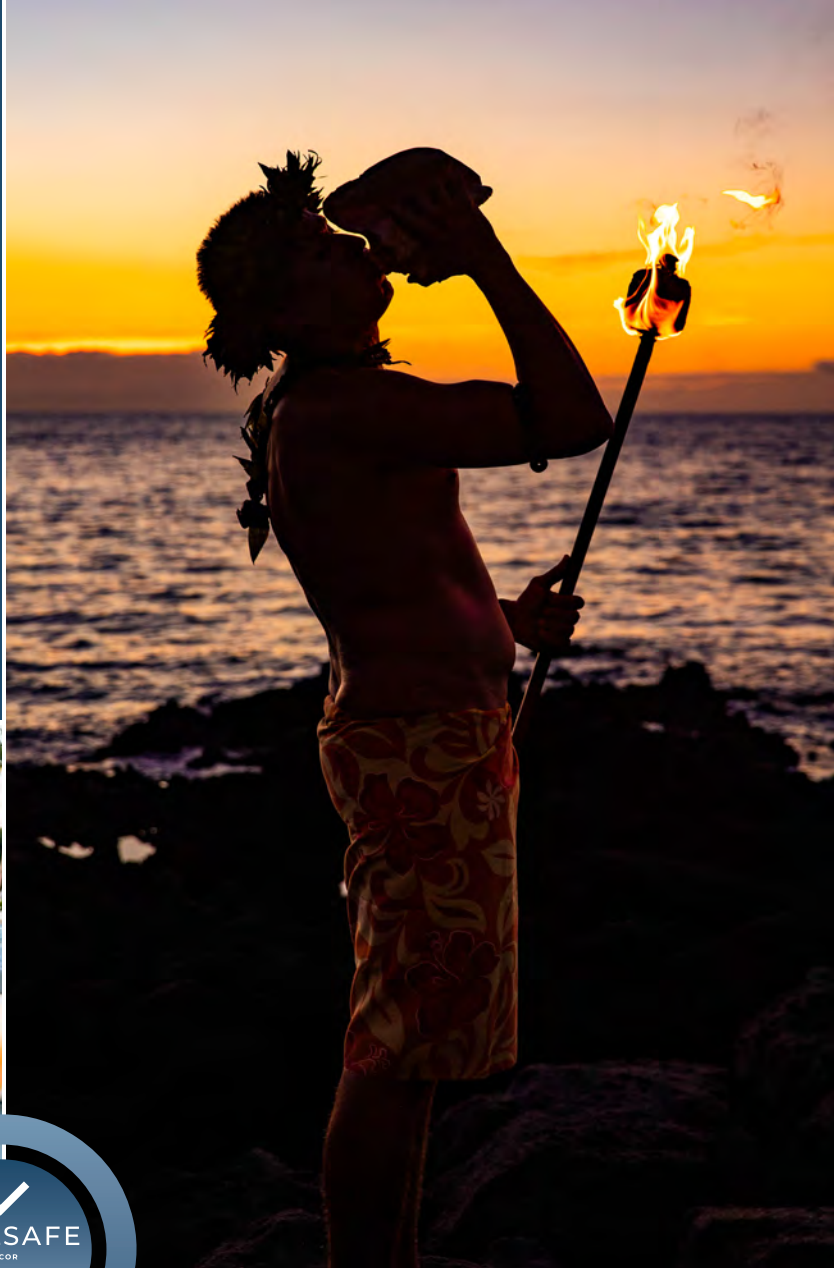




# FAIRMONT ORCHID

## HAWAI'I







Aloha,

For the past thirty years, our loyal guests and employees at Fairmont Orchid have entrusted us with their care and safety. We respect the trust you place in us every time you choose to stay at Fairmont Orchid and we wholeheartedly believe that trust is earned. As we navigate through this unprecedented moment in our history, we remain deeply committed to the wellbeing of our Fairmont Orchid ‘ohana (family) – which includes our guests and colleagues.

And so, our team has thoughtfully crafted an experience for you to stay safe and well during your next visit. We have partnered with top experts to implement new standards of safety and enhanced operational protocols and procedures which are among the most stringent in the hospitality industry, validated under the new global ALLSAFE Cleanliness label. We anticipate that our guidelines and protocols will evolve based on the recommendations of public health authorities but we will always be in compliance with any federal, state and local ordinances.

As we welcome our friends, family and community to Fairmont Orchid, please be assured that we are looking ahead, through and past the COVID-19 pandemic, to ensure that our valued guests and employees will always be looked after with the highest degree of safety, care and comfort.

On behalf of our team, I would like to extend a warm mahalo (thank you) for your loyal patronage of Fairmont Orchid.

Sincerely,



Charles Head  
General Manager





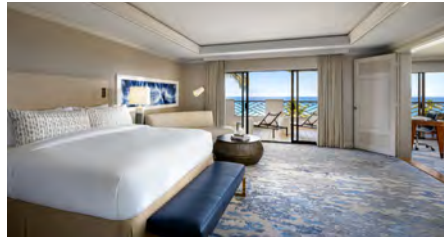
# STAY SAFE & STAY WELL

## PROTOCOLS TO KEEP YOU SAFE



### LOBBY & PUBLIC SPACES

Guests will receive a contactless temperature screening upon arrival. Masks are required to be worn in all public areas and when physical distancing cannot be maintained. We have increased the frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention given to high-touch points. Public areas have been rearranged to facilitate physical distancing, hand sanitizer stations have been placed in key areas, floor decals and signage will guide guests to practice physical distancing, our elevator capacity limit has been revised and guest room keys will be disinfected.



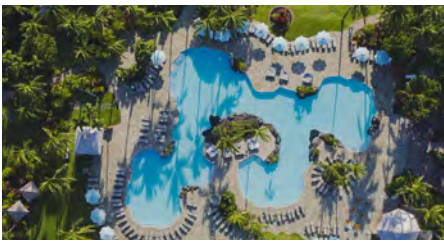
### GUEST ROOMS

Our dedicated housekeeping team is extensively trained to have an enhanced focus on the disinfection of all guest room touchpoints. "Wellness kits" will be provided in each room, consisting of masks, gloves, hand sanitizer and disinfectant. A coffee/tea machine will also be offered in every room—and coffee, tea and amenities, including cups, will be delivered to guests upon request. We will honor a 48-hour "resting period" between guest stays, following by a thorough cleaning and disinfection.



### DINING

We will create a safe, exceptional dining experience you can enjoy with confidence. Our restaurant seating has been rearranged to allow space for physical distancing. Masks are required to be worn while walking through our food & beverage outlets. Guests may remove their face masks while eating or drinking. We have also increased the frequency of cleaning and disinfecting all touchpoints on tables between diners. Guests may view contactless menus on their phones by scanning QR codes provided at each dining outlet.



### POOL/RECREATION

We invite guests to enjoy our 10,000 square foot pool and private Pauoa Bay while honoring safety protocols. Masks are required to be worn while walking through the pool deck and beach walk. Guests may remove their face masks while swimming in the pool or ocean and once they are settled in their lounge chairs. We have repositioned the placement of chairs and umbrellas, revised occupancy limits and our attendants will wear proper personal protective equipment as they offer fresh towels to our guests. Lounge chairs on our beach have also been repositioned six feet apart. Our team will carefully monitor the pool and beach areas, sanitize lounge chairs & sun umbrellas after each use and communicate all protocols through proper signage.



### SPA & SALON

Select services will be offered at our Spa Without Walls in our private outdoor waterfall haies (huts) or oceanfront cabanas. Our team will facilitate the relaxation you need while allowing physical distancing between guests. We will stagger appointment times to reduce potential contact between guests, revise occupancy limits, and spa employees will wear gloves and masks. We have increased our already high standards along with frequency of cleaning and disinfecting. We will additionally provide guests with personal disinfectant wipes and hand sanitizer.



### MEETINGS & EVENTS

Our Sales & Conference Service and Events teams will collaborate with planners to reimagine special events, meetings and team building options. Planners may select from 70,000 square feet of outdoor space and 50,000 square feet of indoor venues to facilitate the perfect event. All set-ups will honor proper physical distancing protocols, food & beverage options will be offered in individual servings or attendants will assist to minimize contact, hand sanitizer stations will be featured in key areas and colleagues servicing events will wear gloves and masks. Heightened cleanliness standards will be enforced, as our team will disinfect all touchpoints between events.

### COLLEAGUE SAFETY

As the health and safety of our guests and colleagues are of top priority to us, we will screen all employees upon arrival, which will include a temperature check. Colleagues with an elevated temperature will be asked to return home. We will remind our colleagues to stay home if they're unwell, to wash their hands frequently and wear a mask while interacting in public spaces. Some colleagues will be asked to wear gloves as needed. Our colleagues will go through extensive COVID-19 related training and retooling on an ongoing basis.