

2021 TRAVEL TIPS & IMPORTANT TRAVEL INFORMATION

Please, Read the Following & View Your Enclosed Itinerary for Flight Times & Roommates Names

- ✓ You must arrive at the airport and check in a **minimum** of 2-hours before your designated departure time on your itinerary. **For boarding procedures and travel process, please refer to the COVID-19 insert.**
- ✓ You **must** have a **valid Government-issued Photo ID**, to check in at the airport.
- ✓ **Make sure that you have emailed in your signed copy of the MANDATORY GradWeek Release Waiver** (form included in this packet), to info@istours.com before your departure date or you will be denied check-in.
- ✓ **Negative COVID-19 test results** and registered for the [Hawaii Safe Travel Program](#).

Getting Ready! - Make sure you have your **valid government-issued Photo ID** (driver's license or state ID card) for your trip to Hawaii. You will be denied boarding at the airport if you do not have the correct required travel documents and all charges to change your flight will be at your own expense. **NON-US Citizens**, please contact your embassy/consulate to verify what travel documents are required for you to travel domestically. ****For boarding and travel procedures requirements regarding Coronavirus, please refer to the COVID-19 insert.**

Packing Your Bags! - Be aware that most airlines charge to check luggage and the costs do vary so try to pack light and **visit your airline's website to see baggage fees and weight restrictions, as these are not included in your trip package.** The enclosed flight itinerary (also available in your online account) **indicates the airline you will be traveling on, flight check-in info, and roommates for the trip.** **Be aware of the NEW restrictions for items in your carry-on bag (i.e. – liquids, medications, etc.) by going to the TSA website at www.tsa.gov.** It is highly recommended that you make a photocopy of your ID card and put your phone number on it. Place the copy inside your checked luggage but make sure your actual ID card is in your carry-on. To help you know what essentials to pack, check [Honolulu's](#) weather forecast online a few days before your trip.

Spending Money - We recommend using debit cards and also take a small amount of cash. It is always advisable to let your bank know when and where you will be traveling before your departure. You can walk to many locations but if you want you can take Uber, Lyft, or a Taxi (you will need to have cash on hand for that). Traveling in groups is the safest and most economical way to go. How much money you take is up to you but, typically travelers take \$400 to \$600 for souvenirs, Action Pac activities, transportation, tours, and meals.

Day of Departure! - **Do not be late! You are 100% responsible for your transportation to the airport and must arrive and check-in at least two hours before your scheduled flight time.** We recommend checking the airport's website in advance for directions to the correct terminal to ensure you arrive with plenty of time. **You are required to go to the check-in counter of your listed airline to obtain your boarding pass (online check-in not available for group flights) and check-in any luggage you are not carrying on.** You can be denied boarding if you are late and/or do not have the required documents, and you will be responsible for any charges due to changes in flights. If your flight itinerary requires that you change planes, you will not be required to retrieve your checked luggage until after you arrive at your final destination ([Honolulu, Hawaii](#)). When you arrive at your destination, make sure to retrieve your luggage from the baggage claim and follow signs to exit the building. Look for a GradWeek Staff member wearing GradWeek shirts & ID Badges. They will direct you to the buses that will take you to your hotel. **Do Not** talk to local vendors trying to sell you a transfer.

Hotel Only Packages Travelers - Airport Transfers are **NOT** included in your trip package. If you registered/purchased a HOTEL ONLY PACKAGE, you are responsible for [arranging your own transfers/rides](#) to and from the airport to your hotel.

At Your Hotel - Once you arrive at your hotel, you will be given a full Welcome Orientation by a GradWeek Staff member. They will check you in, explain any events or activities that may be held during your stay, go over some basic guidelines and rules to make your trip awesome and worry-free. Enclosed in your Departure Packet will find an Action Pac flyer that lists the various activities and price options as well as the application form (required to be filled out to purchase). **Action Pacs are available for purchase on-site only at the Welcome Orientation by CASH ONLY.**

Calling Home - Parents want to know you have arrived ok. So, a quick call, text, d.m., or e-mail home to say you have arrived and to provide them with your room number is highly recommended. Not all phone companies charge the same fees when traveling outside of your area. We recommend contacting your service provider before travel to find out if any additional charges will apply if calling or messaging to and from Hawaii. It is very expensive to make calls from your hotel room.

GradWeek Staff - While our Staff is available at your destination 24/7, the Hotel Staff can help you with daily requests, like more towels, more pillows, and any questions about the hotel and nearby shopping, etc. The GradWeek Staff are not chaperones. They are there to ensure the program is running smoothly, coordinate transfers for all the arrivals and departures, present the Welcome Orientation, provide a

Destination Guide with an area map, 24-hour Staff contact information, rules, as well as information that will assist you with any serious emergencies or roommates' situations. If you need assistance while at the hotel property, please be patient with both GradWeek and Hotel Staff, as rude behavior will not be tolerated.

In-room Security Box - Once you check in to your room, we strongly recommend you **use your in-room safety deposit box** to store your documents, cash, and other valuables including cell phones, cameras, etc. This will ensure that the items are securely locked away when not being used. Take a few minutes to check that everything in your room is in good shape and working order. Please **contact the GradWeek Staff or the Hotel's Front Desk personnel immediately if you see anything broken, damaged, or not working properly, to ensure you will not be held responsible for preexisting damaged items.** If the hotel reports any room or property damage from your room, all travelers in the room will be responsible for paying for those damages regardless of who in the room was at fault. **Room doors should NOT be left open and unsecured.** Please be aware that the travel insurance **DOES NOT** cover you for loss of personal items such as Cell Phones, Tablets, etc. If **ANY** incidences of **theft occur on-site, it MUST be reported to the hotel first!** While GradWeek will help assist with any local authorities if theft or loss occurs, we are not responsible for the cost of any cell phone replacements or other personal items.

Ahhh...Paradise! - This is your time to relax and have a good time. **This does not mean you can do anything you want.** All local laws are strictly enforced in and outside of the hotel, and they **will not tolerate** disorderly conduct (including underage smoking or drinking) or any property damage. You will be required to pay for any damages and risk of being **evicted from your hotel at your own expense, no exceptions!** GradWeek is not responsible for travelers that lose all or portion of their vacation due to their behavior issues or damages and will not be entitled to a refund. Be smart, behave appropriately, and stay safe by traveling in a group whenever leaving your hotel. **We highly recommend using the buddy system!** Please go out in groups, especially when going back to your hotel at night. Always remember that there is safety in numbers, and **it is best to always tell a friend if you are leaving the hotel or activity before everyone else.**

Policy on Alcohol - The legal drinking age in Hawaii is **21!** GradWeek does not promote or condone the use of alcohol to its tour participants! All local and federal laws are strictly enforced, and you will be held responsible if caught violating those laws. Students caught drinking on the hotel premises will be evicted by the hotel immediately with **no refund**, and your parents will be notified, and you will be responsible for making new hotel accommodations until your flight home!

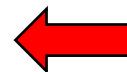
Returning Home - GradWeek Staff will post the time you need to be ready to board the bus for your flight home in the lobby of your hotel the night before departure. Before leaving the hotel, your room must be picked up and cleared of all trash. All registered guests in that room must wait until GradWeek Staff or Hotel Staff have inspected the room for any damage. Should there be any hotel/room damage, you and your roommates will need to proceed to the hotel front desk to take care of the damage costs and pay for any other incidental charges not included in your package price. Before checking out of your room take a quick look around to make sure you have all your belongings. Once this is done you will be given the ok to board the bus for the airport. **IMPORTANT - Have your mask and gloves in hand** for the bus check-in to the airport (as well as for the airport/flight) or you may be denied boarding. If instructed, you must wear them while traveling on the bus to the airport and for the flight (travelers who do not comply with mask guidelines will be responsible for their actions). Make sure your luggage always gets loaded on your bus and always keep your valuables with you. **GradWeek is not responsible for any items left behind.** Double-check that you have all your belongings before deboarding the transfer bus. **If you have a connecting flight, there will be an airline representative available to assist you with gate information to board your next flight home.**

How to use the Emergency Medical Coverage - Even though over 95% of our travelers never encounter any sickness or injury, it still may occur. If sickness or injury occurs that requires medical attention, GradWeek or hotel staff can direct you to the medical facility at your destination. While the travel insurance plan through [Cultural Insurance Services International](#) (CISI) does assist U.S. destination travelers with trip interruption, however, it does not provide coverage for medical sickness, security evacuation, or personal property/financial instrument. Travelers will need use their primary medical provider if medical care is needed. **For policy questions or to receive assistance while traveling, you must call (800) 303-8120, or email claimhelp@mycisi.com and provide policy # GLM-N18221767.** The agent will guide you through the policy and if needed, how to file a claim up to the limits of the plan. **For COVID-19 related information, please refer to the COVID-19 insert.**

Money Wire Transfers - Should you run out of money at your destination, GradWeek provides a money wire transfer service for those students who may need additional funds on-site. This service is **only available Monday through Friday from 8:30 am-3:00 pm (PST).** If you need this service, have someone back home go to our website at www.gradweek.com and print out the [Wire Transfer Authorization](#) form located under the ABOUT US, then click on [RESOURCES](#) on our website. Please print and fill out the form completely and **EMAIL** it to info@istours.com **BEFORE 3:00 PM** Pacific Standard Time, **Monday through Friday.**

The traveler receiving the money can pick up the cash **with a photo ID from our 24-hour GradWeek Staff at their hotel after 7:00 pm (Hawaii local time).** The wire limit is \$300 and there is a \$25 service charge per wire transfer.

Parents wishing to Contact their Son/Daughter - PLEASE READ HIGH IMPORTANCE INSERT!



Informational Documents - Please visit our website at www.gradweek.com under the **ABOUT US**, then click on [RESOURCES](#) to view all of our valuable travel information and forms we provide including "Preparing for Travel" letter, Travel Tips, Destination Guide, Action Pac, and Travel Protection Insurance. ***REMEMBER** – If you misplace your Itinerary, you can **always reprint a copy of your Trip Itinerary by logging into your online account at www.gradweek.com and click on TRIPS.**

Hotel:

Hyatt Place

Aston Waikiki Beach

Phone Number and Web Site

(808) 922-3861 www.hyattplacewaikikibeach.com

(808) 922-2511 www.astonwaikikibeach.com



Getting to Hawaii – Travel Requirements

Courtesy of [HawaiiCovid19.com](https://hawaii-covid-19.com) | May 4, 2021

What Do I Need to Know About Getting to Hawaii?

Aloha! The State of Hawaii Safe Travels Hawaii program is a multilayered process designed to mitigate the spread of COVID-19 in our community from trans-Pacific visitor and resident passengers arriving at airports/ports across the Islands. For anyone planning travel to the Hawaiian Islands, it is important to be aware of new and enhanced State of Hawaii Safe Travels Hawaii program entry requirements prior to departure. This enhanced entry into Hawaii includes a pre-travel testing program, the Mandatory State of Hawaii Travel and Health Form, and temperature screening at all Hawaii airports upon arrival, and the information that follows will help make the process efficient.

NOTICE: The state of Hawaii will ONLY accept Nucleic Acid Amplification Test (NAAT) from a certified Clinical Laboratory Improvement Amendment (CLIA) lab test results from TRUSTED TESTING AND TRAVEL PARTNERS. **For the full list of Domestic trans-Pacific, Inter-County, International and airline partners, go to [TRUSTED TESTING AND TRAVEL PARTNERS](https://hawaii-covid-19.com/travel-partners/) (<https://hawaii-covid-19.com/travel-partners/>).**

Despite the CDC's [announcement on April 2](#), **Hawaii continues with the state's Safe Travels pre-travel testing program, even for fully vaccinated passengers.** Travelers must have their negative test results prior to departing as an alternative to Hawaii's mandatory 10-day quarantine. Although Hawaii's policy may change in the near future, it remains in place until further notice.

Frequently Asked Travel Questions

Here are some common [FAQs](#) about testing and bypassing quarantine for your travel to Hawaii.

- [Safe Travels Hawaii Registration](#) –

Completing the state of Hawaii's Safe Travels Hawaii program application form and obtaining your QR code(s) for Hawaii airport processing *PRIOR TO* departure will significantly reduce your arrival airport screening and processing time. Prior to your arrival, if you are an adult (age 18 years or older) you will need to create an online user account and register with the State of Hawaii [Safe Travels Hawaii](#) program (<https://travel.hawaii.gov/#/>). Once you create your **Safe Travels Hawaii account**, you will next need to enter your traveler information and trip details on the program's application form. It is important to get the correct test and upload the correct form. Visit [Safe Travels Hawaii Help](#) for answers to questions about the online application form. ***If you need assistance with login or technical issues, call the Safe Travels Program: 1-800-GOHAWAII or (1-800-464-2924) 10 a.m. to 10 p.m. Hawaii Standard Time. Domestic and international callers are accepted.***

- **Pre-travel Testing** –

All travelers ages five and over will be required to take a **Nucleic Acid Amplification Test (NAAT)** from a certified Clinical Laboratory Improvement Amendment (CLIA) lab in order to bypass the State of Hawaii's 10-day mandatory quarantine. The State of Hawaii will accept test results ONLY from [TRUSTED TESTING AND TRAVEL PARTNERS](#). **The test will need to be taken no more than 72 hours before your flight departure time.**

If you have a multi-city flight itinerary, the departure time is from the last city you leave before arriving at a Hawaii airport (e.g., if your travel is from Chicago to Seattle to Honolulu, the departure time to look at is your flight from Seattle). Once you receive your negative pre-travel test result, you will need to upload the result to your **Safe Travels Hawaii account**. This step is crucial, as it will be the only means for airport officials to verify your Safe Travel Hawaii information upon your arrival in Hawaii. **The negative test result must be uploaded onto the Safe Travels Hawaii account prior to departure or printed out prior to departure and hard copy in hand when arriving in Hawaii. Failure to do either will result in a 10-day quarantine upon arrival in Hawaii. If you receive an indeterminate result or inconclusive result prior to departure, you will be placed in 10-day quarantine upon arrival.**

Upon your completion of the form, a QR code will be emailed to you for each leg of your trip, which you need to present to airport personnel upon deplaning in Hawaii. The QR code can be either on paper or on your mobile phone and must also be presented with a legally valid photo ID. **Obtaining your QR code(s) for Hawaii airport processing PRIOR TO departure will significantly reduce your arrival airport screening.**

- If your test results are not yet available when you arrive in Hawaii, you will need to quarantine at your accommodations for 10 days.
- If you receive a **NEGATIVE TEST RESULT** or an **INDETERMINATE TEST RESULT** while you are in quarantine in Hawaii, you will need to remain in quarantine for 10 days.
- If you receive a **POSITIVE TEST RESULT** while you are in quarantine in Hawaii, you will be required to go into isolation until you recover and at least 10 days have passed since the start of symptoms or positive test, and at least 24 hours have passed without a fever without the use of fever reducing medicine. Health services guidance will be provided to you by the Hawaii State Department of Health (DOH). If you are traveling with others, they will be required to quarantine in Hawaii for 10 days since their last contact with you, plus an additional 10 days after you are cleared from isolation IF staying together.

- **I got all my COVID-19 vaccination, am I exempt from quarantine?**

Hawaii's mandatory 10-day quarantine remains in place for arriving trans-Pacific passengers, even for those who have been fully vaccinated. Although Hawaii's policy may change in the near future, however, it remains in place today. Passengers must make necessary arrangements to get tested with a Trusted Testing and Travel Partner 72 hours prior to the final leg of departure.

- **Will I be responsible for testing costs?**

Yes. All individuals required to complete pre-travel testing must pay for testing costs.

- **Will I be responsible for quarantine costs if my test results are not received in time, or if I test positive for COVID-19?**

You will be responsible for 100% of the cost of your mandatory self-quarantining for the required 10-days, including accommodations, food, and other deliveries. Vacation rentals of any kind for less than 30 days are not permitted as accepted self-quarantine accommodations. Self-quarantine violators will be fined, arrested, and prosecuted.

Trusted Testing and Travel Partners

The State of **Hawaii will ONLY accept Nucleic Acid Amplification Test (NAAT) from a certified Clinical Laboratory Improvement Amendment (CLIA)** lab test results from trusted testing and travel partners. These are listed by region: [US Domestic](#), [Hawaii Inter-County](#), [Airlines & Airports](#), [Canada](#), [Japan](#), [Korea](#), and [Taiwan](#) at [HawaiiCOVID19.com/travel-partners](https://hawaiiCOVID19.com/travel-partners).

Mandatory State of Hawaii Travel and Health Form

You will receive a notice 24 hours prior to your departure time to the Hawaiian Islands to complete the Mandatory State of Hawaii Travel and Health Form via your **Safe Travels Hawaii account**. The names of each child/children traveling with an adult registering will also need to be included in that adult's Mandatory State of Hawaii Travel and Health Form. Upon your completion of the Mandatory State of Hawaii Travel and Health Form, a QR code will be emailed to you. Airport personnel will need the QR code to locate and validate your Safe Travels Hawaii information upon your arrival in Hawaii.

Airlines and Airport Protocols

While you are in-flight or deplaning, you must follow the guidance of your air carrier with regard to physical distancing, face covering and sanitation processes. Remember to pack your mask and/or facial coverings in your carry-on luggage. All travelers are required to wear a face covering at all Hawaii airports. If travelers are subject to Hawaii's 10-day mandatory self-quarantine, they must continue wearing a face covering until in the room of their confirmed place of lodging. Removal of face coverings is allowed for young children and individuals with health conditions preventing them from wearing one.

All incoming trans-Pacific Hawaii travelers will receive temperature checks upon arrival. Temperature scans will be taken via thermal temperature screening. Photos will be temporarily retained only for persons with elevated temperatures of 100.4 degrees F and above for identification and additional assessments by airport representatives.

All incoming trans-Pacific Hawaii travelers arriving with a temperature of 100.4 degrees F or higher, displaying COVID-19 symptoms, and/or providing answers on the Mandatory State of Hawaii Travel and Health Form requiring additional testing will be required to complete a secondary screening at the airport performed by trained health care staff.

Quarantine Guidelines

The State of Hawaii will accept test results ONLY from [TRUSTED TESTING AND TRAVEL PARTNERS](#) - If you arrive in Hawaii **without valid proof of a negative COVID-19 NAAT**, you will be subject to the State of Hawaii's strict 10-day mandatory self-quarantine requirement and will need to adhere guidelines.



[Safe Travels Overview](#)



[Getting to Hawaii](#)



[Travel FAQs](#)

Digital Health Pass

CLEAR – Available for select [Delta Air Lines](#) and [United Airlines](#) flights – **eligible customers will be notified by their airline**. CLEAR offers passengers traveling to Honolulu additional lab options for Hawaii's Safe Travels COVID-19 test requirement. Consumers have the choice to find a convenient testing option, among CLEAR's large nationwide network of healthcare entities, labs, and at-home testing options.

- **CommonPass** – Available for select Hawaiian Airlines and United Airlines flights – **eligible customers will be notified by their airline**.

CommonPass and supported labs to instantly verify your COVID-19 test results in the Hawaii Safe Travels portal. Consumers have the choice to find a convenient testing option, among CommonPass' nationwide network of healthcare entities, airport testing labs, and at-home testing options. [Learn more here](#).

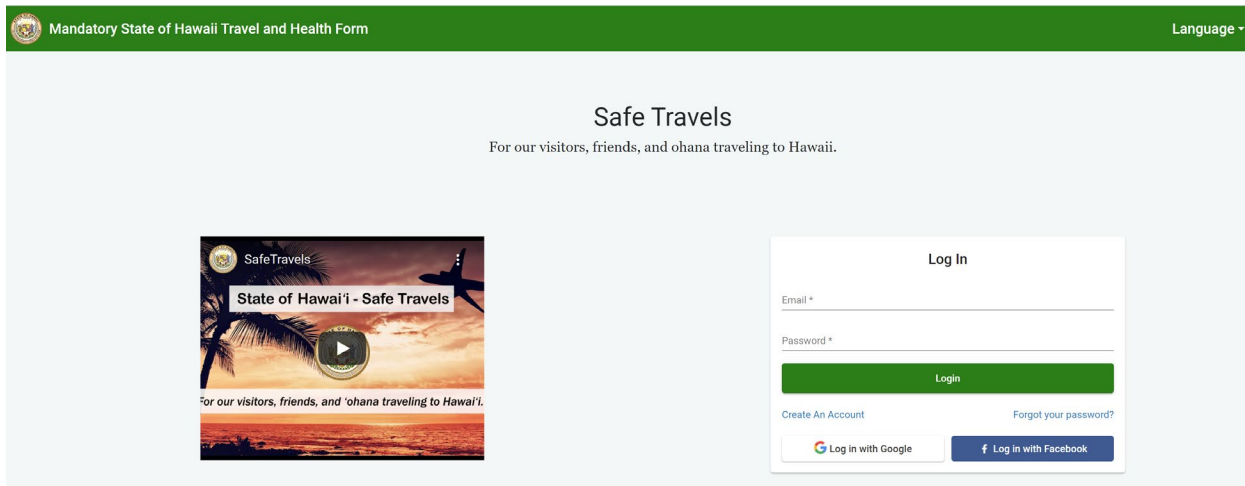
Travel Partners – Hawaii’s Pre-travel Testing Program

The state of Hawaii will ONLY accept Nucleic Acid Amplification Test (NAAT) from a certified Clinical Laboratory Improvement Amendment (CLIA) lab test results from TRUSTED TESTING AND TRAVEL PARTNERS. A negative COVID-19 test result is required prior to departure to avoid quarantine in Hawaii.

Domestic Trans-Pacific Trusted Testing Partners

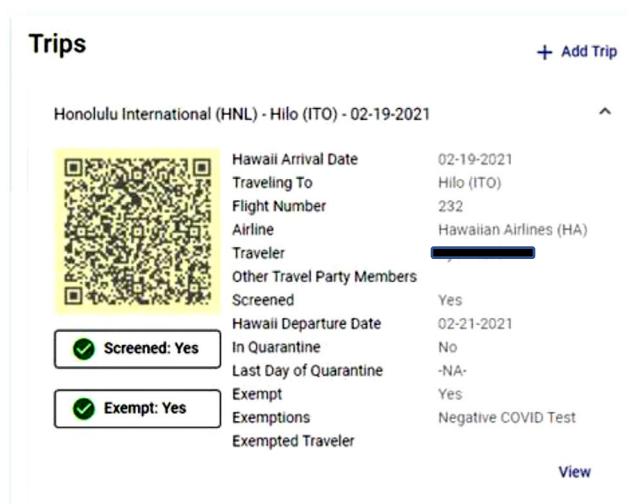
- **American Family Care (AFC)** – [Click Here](#) for more information.
- **American Samoa Department of Health** – The AS-DOH website is <https://www.americansamoa.gov/department-of-public-health>.
- **Atlas Genomics** – For information or to schedule a test, please visit: <https://www.atlas-genomics.com>.
- **Capstone Clinic** – For information visit: <https://www.capstoneclinic.com/project/covid19-testing/>.
- **Carbon Health** – Registration instructions and costs can be found at <https://carbonhealth.com/covid-19-travel-clearance>.
- **City Health Urgent Care** – Information and costs can be found at <https://norcalcovid19testing.com/hawaii-covid19-testing>.
- **Clarity Lab Solutions** – For more information visit <http://www.claritylabsolutions.com/traveling-to-hawaii.html>.
- **CLEAR** – Available for select [Delta Air Lines](#) and [United Airlines](#) flights – **eligible customers will be notified by their airline**. CLEAR offers passengers traveling to Honolulu additional lab options for Hawaii’s Safe Travels COVID-19 test requirement.
- **Color** – Information can be found at color.com/united-airlines-testing-program.
- **Commonwealth Healthcare Corporation** – Information about COVID-19 Testing for Travel at CHCC can be found at chcc.gov.mp/covid19testing.php.
- **Costco/AZOVA** – Register on-line and then purchase and pick up your COVID-19 saliva rt-PCR test kit at one of 123 participating Costco pharmacies across the US. Information on how to order and pick up your travel test kit at a participating Costco Pharmacy and pricing can be found here: [Costco-AZOVA Observed Travel Saliva PCR Kit in Participating Pharmacies](#). Information and pricing for ordering your travel test kit from Costco.com can be found here: [Costco-AZOVA Observed Travel Saliva PCR Test](#).
- **CVS Health** – Pre-registration is required. Registration is through www.cvs.com/selfpaytesting. Please do not schedule testing through a different CVS website or walk-in to your neighborhood CVS.
- **Discovery Health MD** – For information on testing services can be found at <https://discoveryhealthmd.com/covid-19-services/test-to-fly/>.
- **Diagnostic Laboratory Services, Inc. (DLS Guam)** – For more information please visit dlsab.com/covid-19-testing/patient-covid-testing/.
- **Go Health Urgent Care** – Rapid COVID-19 Testing—with results in 15 minutes—is available at our designated centers in the greater [New York metropolitan area](#), the [Portland, Oregon & Vancouver, Washington area](#), the [San Francisco Bay Area](#), [Hartford and South Eastern Connecticut](#), [Winston-Salem and Charlotte, North Carolina](#), [St. Louis](#) and [Springfield, Missouri](#), [Oklahoma City, Oklahoma](#), [Northwest Arkansas](#) and [Delaware](#). We also offer testing on Level 3 of the International Terminal at the [San Francisco International Airport \(SFO\)](#). To learn more about travel testing in your area, please visit Gohealthuc.com/Travel-Testing or select your location above.
- **Kaiser Permanente (members only)** – Kaiser Permanente members may schedule a test online or contact the appointment call center or nurse advice line in their home region for scheduling instructions. For minors 12-17, check with your home region on how your teen can view their COVID-19 test result; Testing at an outside facility may be recommended to ensure the ability to view test results. Information can be found at kp.org/travel.
- **UC San Diego Health** – For more information, please visit: <http://health.ucsd.edu/covidtest>
- **University Medical Center of Southern Nevada** – People traveling from Las Vegas to Hawaii can visit www.umcsn.com/Hawaii to schedule their testing appointments with UMC.
- **University of Washington Medicine** – Please visit https://testguide.labmed.uw.edu/public/guideline/hawaii_safe_travels for information.
- **Vault Health** – At-home tests with real-time audio-visual supervision are available with Vault Health, the first FDA-authorized saliva test. Tests available for ages five and older. Tests are mailed with accurate results in 72 hours or less. Information and costs can be found at learn.vaulthealth.com/state-of-hawaii.
- **Walgreens** – Testing is available at no cost to eligible individuals who meet CDC criteria. Appointment required. Information can be found at walgreens.com/covid19testing.
- **WestPac Labs** – A list of these select providers is located at <http://www.westpacclab.com/covid-19/hawaii>. WestPac Labs is part of Sonic Healthcare USA. For more information, visit our website at www.westpacclab.com.
- **XpresCheck** – XpresCheck is a multi-state, airport-based wellness center specializing in Covid-19 testing. We offer PCR tests with results within 72 hours, and Rapid Molecular Covid tests with results while you wait. Locations and appointment scheduling can be found at www.XpresCheck.com with Hawaii-specific information at <https://xprescheck.com/hawaii>.
- **US Airlines & Airports** – These airlines understand the pre-travel testing requirements and are reliable sources of testing and for information on testing options. Travelers must follow the prompts of the airline and cannot deviate from the process provided.
 - **Alaska Airlines** – alaskaair.com/content/next-level-care/hawaii
 - **American Airlines** – aa.com/covid19testing
 - **Hawaiian Airlines (UMC of Southern Nevada, US Biotech, Vault Health, Worksite Labs)** – <https://www.hawaiianairlines.com/covid-test-options>
 - **Oakland International Airport** – www.oaklandairport.com/steps-for-travel-to-hawaii
 - **Southwest Airlines** – southwest.com/coronavirus
 - **United Airlines (ADL Health, Color and Go Health)** – united.com/ual/en/us/fly/travel/covid-testing.html

To register (required), for Hawaii's Safe Travels Program, go to: <https://travel.hawaii.gov/#/>



Below, is the picture that the Covid Screeners will need to see on the traveler's smartphone.

The SAMPLE picture below is a snapshot of what the *Hotel* will require to see before students can receive their room keys. However, a physical copy of the traveler's negative test results can be presented in lieu of the QR Code.



Note: To create a pretravel profile, individuals will need to be **18 and older**. So, if anyone is 17 years old; they will have to have the screen shot profile placed on an Adult's smartphone to pass the airport. This appears on the traveler's smartphone once they pass the airport screening. Since the group will need to test 72 hours prior, they will get results in 48 hours.

Per Hawaii's eWorld Enterprise Solutions on May 7, 2021

www.eworlds.com | 841 Bishop St. Suite 1830 Honolulu, HI 96813

**For unaccompanied minors, an adult will have to create an account in Safe Travels, then select "Unaccompanied Minor" when adding "Travel Party Members".*

Unaccompanied Minor

- How to add a minor as traveling without an adult
 - 1) Go to profile, under relationship select "unaccompanied minor"
 - 2) Explain that even though it looks like the adult is the traveler here she is not
 - 3) It may Look as if you are traveling with your children, but as long as you check them as "Unaccompanied Minors" it is understood that you are not traveling with them, so you have done everything exactly as you're supposed to.



2021 Coronavirus (COVID-19) Travel Information

PLEASE READ THE FOLLOWING INFORMATION

We are excited that you are traveling with us! Our goal during this time is that you not only have a great travel experience, but you do it safely and responsibly in the fight against spreading COVID-19. Following the guidelines and good practices will help reduce your chances of either contracting COVID-19 or spreading COVID-19.

Flight Trips:

- The airline company may take each passenger's temperature prior to boarding to and from the destination.
- Passengers are required to wear protective masks for the entire time they are inside the aircraft.
- You also may be required by local law to wear a face covering in the airport where your trip begins, where it ends or where you connect.
- Please bring your own face covering to use while traveling. While limited quantities of face coverings may be available at the some of the gate, they will not be available for every customer on every flight.
- Be sure your face covering is on before you board the plane and wear it during your flight.
- Your face covering may be removed to eat or drink, but please put it back on when you are done. Keep in mind, a face covering can be a mask that covers your nose and mouth. Visit the Centers for Disease Control and Prevention ([CDC](https://www.cdc.gov)) website for more information.
- Airline staff/crew will be wearing protective masks for the entire duration of the flight.
- It is recommended that all passengers wear protective gloves for the entire time they are inside the aircraft.
- Aircrafts will be thoroughly cleaned with disinfectants inside and out between flights, including all touch surfaces and air vents.
- Airline staff/crew will maintain alcohol-based hand sanitizer in aircraft lavatories and passenger compartments.
- Airline staff/crew are trained to screen passengers for symptoms during travel and to follow a strict protocol for isolating and separating any person exhibiting symptoms, from other passengers.
- TSA has reduced lanes or consolidated passenger screening checkpoint operations in numerous airports in response to the reduction in originating passenger volume. TSA may screen or quarantine passengers boarding or exiting planes: State, local, or territorial public health officials may want to screen or quarantine passengers. In most cases, this is likely to be acceptable if passengers are not being categorically refused access to air transportation (e.g., through unapproved blanket closures). Airlines may refuse transportation to a passenger because of a communicable disease if the passenger's condition poses a direct threat to the health or safety of others. Care must also be taken in coordinating with airport sponsors, airlines, TSA, airport law enforcement, and other entities on when, where, and how your government conducts this screening and quarantining, with a goal of minimizing burden and maximizing flexibility for operations. Effort also should be made to minimize undesirable queueing or the formation of large groups of passengers. Travelers are reminded to follow the Centers for Disease Control and Prevention ([CDC](https://www.cdc.gov)) travel and prevention guidance regarding COVID-19. This includes practicing good hygiene, such as washing your hands regularly. In addition to those CDC recommendations, travelers are encouraged to wash their hands directly before and after completing the security screening process. You may wear a facemask during the screening process, but a TSA officer may ask the traveler to adjust the face covering at any point during the screening process.
 - **For the most up-to-date TSA COVID-19 Resources/Information, please visit TSA's website:**
<https://www.tsa.gov/coronavirus>
 - **For the most up-to-date Airline COVID-19 Resources/Information, please visit your airline's website:**
[American Airlines](#) | [Delta Airlines](#) | [JetBlue Airlines](#) | [Southwest Airlines](#) | [United Airlines](#)
 - **For the most up-to-date COVID-19 Testing Requirements and Resources/Information, please visit the following website(s) for your destination:**
 - **Bahamas:** <https://travel.gov.bs/> and <https://www.bahamas.com/tourism-reopening>
 - **Hawaii:** <https://hawaii-covid19.com/travel/getting-to-hawaii/> and <https://www.gohawaii.com/travel-requirements>
 - **Cabo San Lucas:** <https://www.visitloscabos.travel/covid-19/covid-test/>
 - **Puerto Rico:** <https://www.discoverpuertorico.com/info/travel-guidelines>

On-site Bus Transfers:

- The bus company may take each passenger's temperature prior to boarding to and from the hotel.
- Passengers are required to wear protective masks for the entire time they are inside the bus.
- Bus Operators will be wearing protective masks for the entire duration of the trip.
- It is recommended that all passengers wear protective gloves for the entire time they are inside the bus.
- Buses will be thoroughly cleaned with disinfectants inside and out between charters, including all touch surfaces and air vents and filters.
- Buses will maintain alcohol-based hand sanitizer in the motorcoach for passengers.
- Buses will also maintain sanitizing wipes, disposable tissues, and disinfecting spray in every motorcoach.
- Bus Operators are trained to screen passengers for symptoms during travel and to follow a strict protocol for isolating and separating any person exhibiting symptoms, from other passengers.

General Practices During Your Trip:

- Wash your hands OFTEN, for at least 20 seconds!
- When soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- Stay at least 6 feet away from others when possible! Space out those beach chairs!
- Wear your mask whenever you are in public!
- Cover coughs & sneezes - If you do not have a tissue, cough, or sneeze into your elbow & immediately wash your hands!
- Avoid touching eyes, nose, and mouth!
- If you have a fever, cough or difficulty breathing, seek medical attention, and/or you must inform a GradWeek Staff Member IMMEDIATELY!
- Regularly clean hard surfaces.
- Keep your room clean!
- Drink only from your OWN cup – DO NOT share drinks!
- Relax, be safe, and get ready for the best week of your life!

Hotels:

- Increasing frequency of cleaning using hospital-grade disinfectants on all high-touch surfaces and areas such as the lobby, guest rooms, common spaces, recreational areas, and public restrooms.
- Hotel staff trained on comprehensive COVID-19 protocols, detailing protection against the transmission of the virus and procedures in the case of a suspected or confirmed case.
- Hotel requires protective masks and other equipment to be worn by all hotel associates and may require all persons within the hotel's public spaces, including guests and associates.
- Placing hand sanitizer stations throughout our guest and employee areas and entrances.
- Implementing social distancing signage, guidance, and spacing of furniture in all their public areas.
- Implementing enhanced food safety and hygiene protocols for restaurant and bars and limiting seating in our gathering spaces.
- Sanitizing all guest room key cards prior to placing them back into circulation.
- Guests are responsible for requesting housing cleaning for their room throughout their stay. No hotel personnel will enter your room during your stay without your permission.
- Your room will be cleaned before your check-in.

Release & Waiver

- ***Travelers will be required to sign a GradWeek Release Waiver and return it by email to the GradWeek office before their scheduled departure date!*** This is obviously a unique situation in our world's history. However, if we all do our part, act responsibly, and follow the guidelines, we can help reduce the spread of COVID-19 and keep us all healthy and safe!

GradWeek

International Student Tours, Inc.



INTERNATIONAL STUDENT TOURS, INC.

COVID-19 WAIVER AND RELEASE

Summer Travel 2021

International Student Tours, Inc. ("IST") understands that the COVID-19 outbreak has created widespread uncertainty and anxiety. The disruption that the COVID-19 outbreak has caused throughout the United States and globally includes significant impact to travel plans.

As destinations begin to re-open and accept visitors, the COVID-19 outbreak remains a fluid situation. It is important that you understand both the health and financial risks inherent in traveling at this time and we encourage everyone to stay informed. The following are online resources IST recommends you continue to monitor as you plan your travel:

- The U.S. Department of State: <https://travel.state.gov>
- The Centers for Disease Control and Prevention (CDC): <https://www.cdc.gov/coronavirus/2019-nCoV/index.html> and travel notices: <https://wwwnc.cdc.gov/travel/notices>
- U.S. Customs and Border Protection - <https://www.cbp.gov/border-security/ports-entry> for travel restrictions and health notices, as well as specific port-of-entry screening processes.
- The World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

By either electronically signing or physically signing and submitting this Waiver and Release to IST, you have chosen to continue to participate in the summer IST trip ("**Program**") and you understand, agree, and accept the following:

- Participating in the Program involves the risk of contracting the COVID-19 virus which could result in serious illness or death.
- Should you contract the COVID-19 virus or exhibit COVID-19 symptoms while participating in the Program you will be solely responsible for arranging and paying for all medical care.
- Hospital facilities, qualified medical care, and emergency medical evacuation may be limited or unavailable during the Program, may not be able to effectively provide for treatment of the COVID-19 virus and, where available, may be expensive.
- Should you contract the COVID-19 virus or exhibit COVID-19 symptoms while participating in the Program you may be required by the law to take measures to prevent the spread of the COVID-19 virus to others which may include, but are not limited to, the following: quarantining in place, quarantining at a location different than the Program accommodations, and/or prohibited from traveling in order to return home when scheduled (collectively, "**Quarantine Measures**"). You shall be solely responsible for arranging and paying for all Quarantine Measures.
- IST assumes no responsibility for providing or arranging for medical care, alternative travel arrangements or any Quarantine Measures resulting from or related directly or indirectly to you contracting the COVID-19 virus or exhibiting COVID-19 symptoms.
- Should you cancel your participation in the Program prior to your departure date for any reason including, without limitation, illness from COVID-19 virus, exhibiting COVID-19 symptoms, or changing conditions in the location of the Program, you shall be solely responsible for all costs and cancellation fees and the IST

cancellation policy set forth in Section 7 (CANCELLATION AND REFUND) of the IST Standard Terms and Conditions shall apply.

- Should the Program be cancelled or postponed, travel to and from the Program location be restricted or Program lodgings are cancelled due to the effects of the COVID-19 virus IST will take a commercially reasonable effort to obtain refunds for any pre-paid travel expenses (“**Travel Expenses**”). IST will return to you the participant’s portion of the Travel Expenses. However, any Travel Expenses not refunded to IST will not be repaid to you and IST shall have no obligation or responsibility to return any Travel Expenses to you except as specifically set forth above **RELEASE OF LIABILITY**. By either electronically signing or physically signing and submitting this Waiver and Release to International Student Tours, Inc, I hereby agree to release, waive, and hold harmless International Student Tours, Inc. and its shareholders, directors, officers, agents, and employees, for any and all liabilities, claims, damages or causes of action (collectively, “**Claims**”) arising out of or related to my participation in the Program including, without limitation, any effects from the COVID-19 virus. This release does not extend to Claims resulting directly and solely from International Student Tour, Inc.’s gross negligence, intentional misconduct or any other Claims that California law does not permit to be released by agreement. I further agree that this Release of Liability shall extend to all Claims that may exist, whether or not I know or suspect the existence of those Claims, and I expressly waive my rights under California Civil Code Section 1542, which provides as follows:

A GENERAL RELEASE DOES NOT EXTEND TO CLAIMS THAT [1] THE CREDITOR OR RELEASING PARTY DOES NOT KNOW OR SUSPECT TO EXIST IN HIS OR HER FAVOR AT THE TIME OF EXECUTING THE RELEASE AND THAT, [2] IF KNOWN BY HIM OR HER, [3] WOULD HAVE MATERIALLY AFFECTED HIS OR HER SETTLEMENT WITH THE DEBTOR OR RELEASED PARTY.

This Release of Liability shall be governed by and construed in accordance with the laws of the State of California, without regard to its conflict of laws rules, and is intended to be broad and inclusive as is permitted by the laws of the State of California. If any portion of this Release of Liability is held invalid, it is further expressly agreed that the remaining provisions shall, notwithstanding, continue in full legal force and effect. This Release of Liability shall be binding on, and shall inure to the benefit of, any assigns and/or successors-in-interest to me International Student Tours, Inc., and its shareholders, members, officers, agents, and employees.

I HAVE READ THIS WAIVER AND RELEASE, FULLY UNDERSTAND IT, AND UNDERSTAND I AM GIVING UP SUBSTANTIAL LEGAL RIGHTS. BY SIGNING THIS WAIVER AND RELEASE, I ACKNOWLEDGE AND AGREE THAT I AM FULLY AWARE OF AND ASSUME THE RISKS (INCLUDING, BUT NOT LIMITED TO, THE RISKS SET FORTH ABOVE RELATED TO THE COVID-19 VIRUS) RELATED TO MY PARTICIPATION IN THE PROGRAM AND AGREE TO ALL THE TERMS AND CONDITIONS SET FORTH IN THIS WAIVER AND RELEASE. I AM AT LEAST 18 YEARS OLD. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AND SIGN IT OF MY OWN FREE WILL.

Printed Name of Participant: _____

Signature of Client: _____

Date: _____ Participant's Traveler ID Number: _____

PARENTS & TRAVELERS – PLEASE READ – HIGH IMPORTANCE!

If your son or daughter are having an issue while at the destination, please do not call the corporate office – there are GradWeek Staff Members and a GradWeek Manager at the hotel to handle any on-site problems/issues that may arise.

Parents wishing to Contact their Son/Daughter –

If a parent needs to contact their son/daughter, the hotel phone numbers are listed on your Travel Tips. The hotels do not always list everyone in the room, so please make sure you know your student's roommate first & last names (listed on your trip itinerary and traveler's online account) before you call so you can be connected to the correct room.

The corporate office cannot call the hotel on yours or anyone's behalf. However, the Customer Service agents are available to answer general questions Monday through Friday from 8:30AM to 5:00 PM PST at (800) 448-4444. During our GradWeek program, there is an after-hours EMERGENCY line **ONLY in case of a medical or family emergency!** Calls NOT deemed an emergency will be returned during normal business hours.



Am I required to wear a mask?

Tip: Follow the flowchart if you're having a get-together (within allowed gathering size limits) at home, whether indoors or outdoors!



Is the activity Outdoors or Indoors?

INDOORS

OUTDOORS

You are required to wear a mask.

Please note:

You may only remove a mask indoors if the specific activity allows for it (ex. dining in a restaurant)

Are you within 6 feet of another person who is not part of your household?

YES

MASKS ARE RECOMMENDED AT ALL TIMES

when you are in public, even if you can maintain physical distance. Please wear a mask to protect those around you.

You are not required to wear a mask.

If you are outdoors AND can maintain physical distance from people who are not part of your household, you are not required to wear a mask.

Please note, a mask is required at any time physical distancing is not possible so please have a mask with you and be prepared to put it on if needed.

NO

Frequently Asked Questions

Do “face covering” and “mask” mean the same thing? Yes, a fabric face mask is a “face covering” referenced in the Mayor’s Emergency Orders as long as it meets the criteria below:

Tightly woven fabric without holes, valves, or vents that covers the wearer’s nose and mouth.

Can be made of fabrics such as cotton, silk, linen. You can use a homemade, factory-made, or DIY face covering such as a scarf or handkerchief.

Learn more about mask wearing and cloth face coverings, visit the CDC website at: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

A face shield is not an acceptable face covering unless the wearer meets the qualifications for being exempt from wearing a cloth face covering.

Is there a Statewide mask mandate? Yes, Governor Ige’s [17th Emergency Proclamation](#) requires individuals across the State to wear a face covering when in public. Read more on page 71.

Am I required to wear a face covering? Yes, face coverings are required on Oahu when entering an essential business, participating in most activities, traveling on public transportation, and when outdoors if you cannot maintain physical distance of at least 6 feet from others who are not part of the same household or living unit. This includes the common areas of condo and other housing complexes. Employees in businesses must wear face coverings when interacting with customer, visitors, and other employees. Businesses are allowed, but not required, to provide exemptions for people who meet specific exceptions. Please note, businesses shall refuse admission or services to any individual not wearing a face covering, unless an exception applies. Additionally, Mayor Caldwell and the CDC strongly recommend wearing non-medical grade face coverings while in all public places. Read “Order 5” on page 3 of Mayor’s [Emergency Order 2021-01](#) or on page 71 of Governor Ige’s [17th Emergency Proclamation](#).

Does the activity I want to go to require a face covering? For activity specific face covering information, please read the rules for that activity at

[oneoahu.org/reopening-strategy](https://www.oneoahu.org/reopening-strategy).

Are face coverings required at my condo building? Yes, face coverings must be worn in all common areas of condo buildings including, but not limited to, elevators, parking structures, mail rooms, and reception areas.

Do I have to wear a face covering in the park or at the beach? You must wear a face covering at the beach or in the park if you cannot maintain physical distancing of at least 6 feet from people who are not members of your household.

If I'm wearing a face covering do I still need to practice physical distancing? Yes, you must practice physical distancing even when wearing a mask. A face covering is NOT a substitute for physical distancing.

How to Safely Wear a Mask



Do's

- ✓ Thoroughly wash hands with soap and water before touching the mask
- ✓ Check the mask for any tears or holes
- ✓ Find the top side where the metal piece or stiff edge is
- ✓ Place the metal piece/stiff edge over your nose
- ✓ Cover your mouth, nose, and chin.

Do's

- ✓ Adjust the mask without leaving gaps on the side
- ✓ Avoid touching the mask
- ✓ Use the straps to remove the mask
- ✓ Keep the mask away from you or any surface when removing it
- ✓ Discard disposable masks immediately after use, thoroughly wash reusable masks
- ✓ Wash your hands after



Don'ts

- ✗ Don't use a ripped or damp mask
- ✗ Do not wear the mask only over mouth or nose (both must be covered)
- ✗ Do not wear a loose mask
- ✗ Do not touch the front of the mask
- ✗ Do not do other things that will require touching the mask
- ✗ Do not leave used mask within the reach of others
- ✗ Do not wear a dirty mask



SAFETY AND WELLBEING OF OUR GUESTS

COURTESY OF THE HYATT PLACE WAIKIKI BEACH HOTEL

The safety and wellbeing of our guests, customers and colleagues is a top priority for Hyatt. We continue to monitor the coronavirus (COVID-19) situation closely, keeping those who are affected in our hearts, and listening carefully to the questions and concerns we receive from guests such as you. Inspired by Hyatt's purpose – we care for people so they can be their best – and in response to the dynamic COVID-19 situation, we would like to share actions Hyatt is taking to care for you during this time, including booking with confidence and travel flexibility and comprehensive steps to implement new guidance, procedures, and practices as we reimagine the hotel experience.

- [Safety First, Wellbeing Always](#)
- [Enhanced Cancellation Policy](#)
- [Reservations with MGM, Small Luxury Hotels of the World, and Lindblad Expeditions](#)
- [Extending World of Hyatt Loyalty Program Benefits](#)
- [FIND Experiences](#)
- [Committed to Inclusion and Respect](#)

Safety First, Wellbeing Always

Providing safe and clean environments for our guests and colleagues is always a top priority for Hyatt hotels globally, and we remain committed to enhanced levels of cleanliness—now and in the future.

Our **Global Care & Cleanliness Commitment** focuses on the safety and wellbeing of our colleagues and guests and builds on existing rigorous safety and cleanliness protocols. The commitment includes an international cleanliness and training accreditation process, a trained Hygiene & Wellbeing Leader or team at all locations, and a cross-functional panel of trusted medical and industry advisors. Visit [Global Care & Cleanliness Commitment](#) to learn more about enhanced safety and cleanliness measures you may see at Hyatt hotels worldwide.

Important Face Mask & Covering Requirement:

Following medical expert guidance to help reduce the spread of COVID-19, face masks or coverings are required in hotel indoor public areas and when moving around in outdoor areas at all Hyatt hotels globally, with some exceptions, based on local laws or guidance. For specific requirements, please contact the hotel directly or visit the hotel website.

Public areas may include hotel lobbies, meetings and events spaces, restaurants and bars, and fitness centers. Some guests may be exempt from this mandate, including but not limited to guests with medical conditions, guests consuming food or beverages in restaurants, guests who are seated outdoors and socially distant, meetings and events guests who are seated and socially distant, and children under the age of two (2). Contact a [Hyatt Global Contact Center](#) for more information.

Complimentary On-Property COVID-19 Testing:

As an extension of Hyatt's Global Care & Cleanliness Commitment, all 19 Hyatt resorts in Latin America have arranged for complimentary on-property COVID-19 testing through May 31, 2021, for guests traveling to the U.S. This is valid for up to two registered guests per guestroom per stay at 19 participating resorts in Mexico, Costa Rica, the Caribbean, and South America. On-property testing options (either rapid antigen or RT-PCR tests, which are approved testing per the U.S. Centers for Disease Control and Prevention (CDC) guidelines) and minimum length-of-stay requirements vary per property. Guests may purchase additional on-property tests for a fee (additional tests are subject to availability). In addition, hotels are extending a **Travel Delay Rate** to guests who cannot complete their travel due to test-related reasons, representing up to a 50% savings on standard rates. Offer subject to terms. For more information, please contact the resort directly or our Global Contact Center at 800-323-7249.

We believe in responsible and safe travel while staying vigilant and following procedures and protocols developed in consideration of guidance and information shared by the [World Health Organization](#) (WHO), [Centers for Disease Control and Prevention](#) (CDC), other leading organizations and experts, and local government requirements and guidance. Hyatt also supports the American Hotel & Lodging Association's (AHLA) "Safe Stay Guest Checklist."



HEALTH & SAFETY COMMUNICATIONS COURTESY OF THE ASTON WAIKIKI BEACH HOTEL

The State of Hawaii Government Orders on traveling to Hawaii

- All travelers must have a confirmed negative COVID-19 test from an [approved trusted testing and travel partner](#) **within 72 hours** of the final leg of their trip to the Hawaiian Islands as an alternative to Hawaii's mandatory 10-day quarantine. Anyone without a negative test result PRIOR to departure must quarantine for 10 days upon arrival.
- For more information visit hawaiicovid19.com/travel and register with the [State of Hawaii Safe Travels](#) online system. The state of Hawaii will ONLY accept test results from [Trusted Testing and Travel Partners](#). All incoming travelers are required to have their temperatures checked and complete a health questionnaire online before they can leave the airport.
- Information may change at any time. Please visit go.hawaii.com/travel-requirements or check official websites for the most current orders prior to your arrival.
- **Aston Waikiki Beach Hotel has engaged V2 Safe Solutions**, a Hawaii-based beginning to end pandemic management agency, to provide guests with a seamless experience to navigate through the Safe Travels Hawaii requirements accurately and efficiently. [LEARN MORE](#)

Your Well-being is Our Top Priority

Ensuring a safe, clean and inviting environment is at the core of our commitment to providing the highest level of hospitality.

In response to COVID-19, we have initiated and are maintaining industry-leading and scientifically driven elevated cleanliness standards to safeguard the well-being of our guests and colleagues. Our strengthened safety and sanitizing measures incorporate the latest guidance from the world's leading health authorities, including the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO), and apply to all guest rooms, public and staff-only areas.

The comprehensive strategies we are employing are rooted in industry experience, based on the latest scientific guidance, and utilize hospital-grade cleaners and best practices designed to prevent the spread of viruses. These strategies will be updated regularly to reflect the most current science and technology available.

At a glance, here is what we are doing to keep you safe and comfortable:

- **Keeping our Distance.** We have implemented social distancing measures in all public, event and staff-only areas of the hotel.

- **Sanitizer Stations Throughout.** Touch-less hand sanitizer stations are placed throughout all public, event and staff-only areas of the hotel.
- **Enhanced and More Frequent Cleaning.** EPA-rated hospital-grade disinfectants will be standard protocol and used in guest rooms and to clean public, event and staff-only areas.
- **Personal Protection Equipment Required.** All hotel associates are required to wear face masks and gloves. Guests are highly encouraged to do so as well.
- **Your Room is Your Room.** No hotel personnel enters your room during your stay without your permission.
- **Training and Education.** We provide regular training to our hotel associates about the latest safety and cleanliness guidance.
- **Text Messaging.** A convenient text messaging system is available to request your vehicle from valet parking.
- **Elite Parking Services.** A 10-point sanitation procedure is performed on each vehicle to ensure yours and our hotel associate's safety.

We look forward to welcoming you soon. Thank you for your continued trust and loyalty.
Be Well. Stay Well.

Protocols

Keeping you safe begins with keeping our valued hotel associates safe. Our dedicated COVID-19 task force has developed a multi-pronged approach to health and well-being, which stresses cleanliness and hygiene standards and regular education and training.

Our associates are equipped to handle confirmed or suspected COVID-19 cases among guests and colleagues. They also understand how to identify potential health risks and are committed to working together to strictly follow all safety and cleaning protocols, which are detailed below.

Safety Protocols

- Proper hand washing and other safety protocol trainings are conducted regularly. Guests are also encouraged to adhere to regular 20-second handwashing/sanitizing guidelines.
- Front desks are equipped with plexiglass sneeze guards, and all staff (e.g. front desk, concierge, valets, etc.) will be required to wear personal protection equipment (PPE), including masks and gloves.
- Social distance markers are placed in all public areas (where applicable) to encourage social distancing awareness.
- COVID-19 policies and protocols will be provided to each guest upon check-in, as well as in pre-arrival communications.
- Elevator capacity is limited, as appropriate, to maintain social distances in controlled spaces.
- Should a guest or staff member be diagnosed with COVID-19 after leaving the hotel, all guests and staff that were present at the same time will be notified. If a guest or staff member is diagnosed while staying with us, proper isolation protocols will be followed pursuant to CDC and WHO guidelines, and guests and staff will be notified.

Cleaning Protocols

- **Guest Rooms**
 - EPA-rated hospital-grade disinfectants are used to clean each guest room, with special attention paid to all high-touch surfaces (e.g. door handles, light switches, etc.).

- Your Room is Your Room. No hotel personnel enters your room during your stay without your permission. Aston Waikiki Beach Hotel will provide replenished amenities throughout your stay – including towels and linens– in sanitized packaging. For stays of five or more nights, housekeeping services is available every fourth day for trash removal and replenishing of bathroom towels. A full service cleaning services is available at your request anytime during your stay for an additional fee.
- Upon arrival, each room will include a sealed safety kit containing a face mask, protective gloves and disinfectant wipes.
- Guests are encouraged to use mobile keys where available. In the event of key card usage, all guest keys are disinfected via UVC light treatment upon check out.
- For the laundry and cleaning of bed linens and towels, sealed laundry bags are utilized during transportation to and from the cleaning facility.
- **Public Areas**
 - We utilize EPA-rated hospital-grade disinfectants throughout all public areas, including:
 - Elevator cabs
 - Public restrooms
 - Pool areas
 - Fitness center
 - All high-touch public area surfaces such as handrails and door handles will be wiped down with EPA-rated hospital-grade disinfectants.
 - Touchless hand sanitizer stations are located in key areas throughout the hotel including hotel entrance, front desk, meeting room landings and elevator landings.
 - Pool furniture is cleaned using EPA-rated hospital-grade disinfectants and covered with chaise lounge covers or other clear indication that cleaning has been completed.
- **Restaurants & Bars**
 - Prior to opening each day, we employ EPA-rated hospital-grade disinfectants on all areas.
 - Touchless hand sanitizer stations are placed at entry points.
 - Tables and chairs are spaced a minimum of 6 feet apart to allow for safe distances between guests.
 - We provide no-touch table service adhering to safe social distancing guidelines.
 - Digital menus are provided via QR code. Single use, disposable menus are also available.
 - All shared items and food and beverage areas are sanitized after each use.
 - No-touch in-room dining is served with sustainable disposable wares.
- **Meetings & Events**
 - Prior to commencement of any meeting or event, EPA-rated hospital-grade disinfectants are utilized on all areas.
 - Attendance is limited to 35 square feet per attendee to maintain necessary social distancing space.
 - No-touch table service is implemented to adhere to safe social distancing guidelines.
 - Disposable packaging is used for all meals and breaks whenever possible.
 - Tables and chairs are spaced a minimum of 6 feet apart to allow for safe distances between guests.
 - Hand sanitizer stations are placed at all entry points in meeting spaces.
 - Safety guidelines are posted at all meeting entryways.
 - Breaks are staggered to minimize group sizes.
 - Safety protocol reviews with meeting and event planners are conducted prior to any event to ensure adherence to our rigorous policies.