



RENEW YOURSELF IN AN OCEAN OF POSSIBILITIES. THE WATER AWAITS.



E komo mai! Mahalo for selecting Wailea Beach Resort for your upcoming visit to Maui. We invite you to escape virtually with us momentarily to explore how you can “[Renew Yourself In An Ocean of Possibilities, The Water Awaits](#)”. In response to current circumstances surrounding the COVID-19 pandemic, we have implemented a variety of new protocols and elevated practices. We believe that providing you with the vacation of your dreams is best achieved with a personal connection. Along these lines, please look forward to a special call from a member of our Wailea Beach Resort Ohana. We are so excited to work with you on planning your excursions, and sharing the magnificent options for serenity and adventure here on Maui. Keeping with our high standards of cleanliness and luxury service, allow us to introduce you to some of the measures we have implemented and what you can expect regarding changes to amenities, services and facilities.

## Stay Well: Details for Your Upcoming Visit

### Reservation Details & Travel Guidance

In preparation for your arrival on «Arrival\_Date», we would like to ask for some details regarding your stay. If available, kindly provide: your arrival and departure time, names of guests, purpose of your visit, and any other special details you would like us to be aware of.

Before travel, please review all [Hawaii state government travel guidance](#) that outlines the pre-testing protocols and the mandatory [Safe Travels application](#), as this information is being updated frequently. Our resort requires a \*negative COVID-19 test in order to stay.

#### Pack Your Mask



We wear because we care - and we require all guests to do the same. Maui County has mandated that face masks be worn at all times in indoor & outdoor public spaces, including throughout the resort. It is also required for all guests and associates to maintain a social distance of at least 6 feet.

#### Commitment to Clean

We take hygiene and cleanliness standards very seriously. You'll notice several enhancements to our practices throughout the entire hotel which include: Enhanced Public Space and Guest Room Cleaning, Social Distancing Practices, Use of Masks for all associates and the addition of Electrostatic Spraying to our cleaning protocols. Click [here](#) to learn more.

#### Housekeeping

Your guest room is your sanctuary throughout your stay with us. **As part of our commitment to your health and safety, we have deeply cleaned your room in preparation for your arrival.** Please know we will not enter your room unless you have a request for maintenance or service. We will complete such services while you are away from the room. On the fourth day of your stay, we will provide a cleaning refresh in the room. On the seventh day of your visit, we will complete a full restorative clean in the room, including a linen change.

#### Contact Lite Experience

Through our [Marriott Bonvoy™ mobile app](#), we are able to provide you with the exceptional experience you expect, with minimized contact.

Marriott Bonvoy members can use the app (available on the App Store and Google Play) to take full advantage of our “Contact Lite” service options, including: Mobile Check-In, Mobile Check Out, Chat and Guest Requests.

Not a Marriott Bonvoy member yet? [Enroll now](#) and download the app to take advantage of our mobile options plus start earning towards complimentary nights.

#### For our Marriott Bonvoy Members

We are committed to delivering the Marriott Bonvoy benefits for your membership level. Mahalo for understanding circumstances where we may have to offer an alternative. For up-to-date information on any alternative offerings for your membership level, please contact us directly via mobile chat, emailing or calling the hotel directly. Now more than ever, we are passionate about delivering an exceptional experience and truly memorable moments throughout your stay.

### We are delighted to welcome you!

Please contact us in case of questions or if you would like to share more preferences or insights about your stay prior to your arrival.

### Resort Amenities (Scan the below.)

We are committed to making all our property's amenities available to you while complying with local regulations.

“The Hub”, our new activity site, provides current hours of operations and [online](#) booking options.



Please [CLICK HERE](#) for information on social distancing measures, enhanced cleaning protocols, pool and fitness amenities, dining options and services. We will keep this link updated, and our guest services team will guide you through any amenity or private dining reservations.

#### Restaurants and Dining

Kapa Bar 10AM – 5PM  
Kapa Restaurant 11AM – 5PM  
Starbucks 6AM – 11AM  
In Room Dining 6:00AM – 10AM and 5PM to 10PM  
Humble Market Kitchen  
Breakfast 6:30AM -10AM  
Dinner 5PM – 930PM

#### Beach

Wailea and Ulua Beaches are open.

#### Pools

To meet local guidelines on social distancing, pool chair and cabana reservations are required in advance and available by booking [online](#).  
Ohi Pool open 7AM-Sunset with service 11AM – 3PM  
Maluhia Pool open 7AM-Sunset with service 11AM - 5PM  
Nalu Adventure Pool open 7AM – Sunset with service 11AM – 4PM  
Whirlpool spas are closed

#### Reservation Details

Reservation Number: «Marsha\_Conf\_No»  
Arrival: «Arrival\_Date»  
Departure: «Departure\_Date»

*\*If you are awaiting a COVID -19 test result we can accommodate you for up to 48 hours in quarantine. We are not able to accommodate guests in 14 day quarantine or with a positive test result.*

October 28, 2020