



## **HALEKULANI OKINAWA REOPENS AND WELCOMES BACK GUESTS WITH NEW SAFETY AND SANITATION PROTOCOLS IN PARTNERSHIP WITH ECOLAB**

*Luxury Hotel Introduces a Hygiene Promotion Program to Safeguard Guests & Employees*

**OKINAWA, Japan – June 23, 2020** – [Halekulani Okinawa](#), the award-winning luxury hotel located on the main island of Okinawa, has reopened with a new and comprehensive cleaning and disinfection program to ensure the health, safety and wellbeing of its guests and employees. Halekulani Okinawa consulted with Ecolab, the global leader in hygiene and infection prevention solutions, to build the hotel's Hygiene Promotion Program, which encompasses a series of new safety measures and protocols that are backed by a scientific approach to hygienic cleaning procedures. The 360-room resort officially resumed hotel operations on June 1, 2020, following the Japanese government's decision to lift the state of emergency.

"The safety and security of our guests and employees is our highest priority and we are delighted to be working with Ecolab to provide travelers with the utmost confidence and peace of mind when staying at our resort," said Jun Yoshie, General Manager of Halekulani Okinawa. "We are dedicated to delivering a clean, healthy stay that safeguards our guests' health and wellbeing while still providing the highest level of hospitality the Halekulani brand is known for. Since our grand opening in July 2019, Halekulani Okinawa has helped many guests create unforgettable experiences and we look forward to doing so once again."

Halekulani Okinawa's Hygiene Promotion Program comprises a number of hygiene management initiatives, including new disinfection and sanitization practices, employee training, social distancing guidelines and new guest services.

### **Guest Rooms & Common Areas**

The Hygiene Promotion Program is designed to set a new standard of hygiene and cleanliness across the property's guest rooms, restaurants and public spaces, through numerous enhanced sanitization and thorough disinfection practices. In addition to requiring high-contact surfaces in guest rooms, such as doorknobs, light switches and remote controls, be disinfected with medical-grade cleaning products, the program also mandates that high-traffic common areas be disinfected every three hours. As part of the program, a total of 300 employees received training in strict accordance with Ecolab standards prior to reopening to ensure the new protocols and procedures are being implemented and optimized throughout the property. All employees are required to comply with the personal hygiene, cough etiquette and social distancing measures recommended by public health authorities, as well as wear a face mask and gloves for additional protection.

### **Check-In & Check-out**

Upon check-in, a bottle of disinfectant spray will be provided (per group) for guest use. In addition to installing an acrylic board at the front desk to ease the check-in and check-out process, Halekulani Okinawa has also launched a new "Express Checkout" service that enables guest to complete checkout

remotely in order to minimize unnecessary contact with other guests and employees.

### **Dining**

In accordance with the recommended social distancing guidelines, each of Halekulani Okinawa's signature restaurants and dining venues now feature new seating arrangements with tables and seats spaced at least six feet apart. All buffet meals have been eliminated for the time being, while staff will be required to wear face masks when serving food to guests.

### **Pools**

Across each of Halekulani Okinawa's five swimming pools, the number of available lounge chairs has been reduced to accommodate the appropriate social distancing guidelines. Employees are required to disinfect lounge chairs after each use with an antibacterial agent, as well as measure the pool's water concentration twice a day to control water quality.

For more information on Halekulani Okinawa and the resort's new cleaning procedures, please visit [www.okinawa.halekulani.com](http://www.okinawa.halekulani.com).

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### **About Ecolab**

Ecolab is a trusted partner at nearly three million commercial customer locations, and is the global leader in water, hygiene and infection prevention solutions and services. Ecolab delivers comprehensive solutions, data-driven insights and personalized service to advance food safety, maintain clean and safe environments, optimize water and energy use, and improve operational efficiencies and sustainability for customers in the food, healthcare, hospitality and industrial markets in more than 170 countries around the world. [www.ecolab.com](http://www.ecolab.com)

### **About Halekulani Okinawa**

Halekulani Okinawa, the second hotel from the leading Hawaiian resort of the same name and first outside Hawaii, is a luxury beach resort located in Onna Village on the main island of Okinawa. Featuring a variety of accommodations built to emphasize the geographic features of its surroundings, Halekulani Okinawa sits on 21 acres of lush land within the Okinawa Kaigan Quasi-National Park and faces approximately one mile of coastline. Halekulani Okinawa is home to a diverse array of facilities including eight restaurants and a bar. In addition, the property boasts the prestigious SpaHalekulani, a fitness center, luxury boutique, over 2,550 ft<sup>2</sup> of meeting and convention space and five swimming pools. The main pool is even adorned with nearly 1.5 million mosaic tiles in the shape of Halekulani's signature Cattleya orchid. Halekulani Okinawa is the third member in Japan to join The Leading Hotels of the World, an exclusive collection of the world's most extraordinary luxury establishments.

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