

# COVID-19 Guest Responsibility

## Planning

If you or any member of your family is not feeling well, do not visit. Do come when everyone is well and please plan ahead. We strongly advise purchasing your tickets online or through an agency to reduce transaction on site and minimize congestion at the ticket box office. We will be offering all-inclusive package deals that combine luau admission with admission to Wet'n'Wild with whom we share the facility. If you plan on making a purchase at the luau during your visit, we are encouraging you to pay with a credit card.

## Vulnerable Guests

Government and state health organizations are strongly recommending people 65 years & older and people with underlying medical conditions\*, particularly if not well-controlled, should keep their distance from others.

\*Underlying medical conditions include chronic lung disease or moderate to severe asthma, serious heart conditions, immunocompromised, severe obesity, diabetes, chronic kidney disease, undergoing dialysis, liver disease.

## Face Mask

All guests must wear a face mask in accordance with public health guidelines at common areas such as the luau entrance, restrooms, bar, and any location where interaction with any staff or luau guests other than your own. We kindly request that masks are worn at all times when not enjoying our luau show at your party's table, or consuming food and drinks. Please help protect our other guests and employees.

AMENDMENT TO HO'OULUI HONOLULU 4.0 states "An owner or operator of an Essential Business under this Order, Section II.F. or Designated Business and Operation under this Order, Section II.G., or City department may refuse admission or service to any individual who fails to wear face coverings".

All face coverings (whether disposable or reusable) must:

- Be made with at least 2 layers of breathable material

- Fully cover the nose and mouth and secure under the chin
- Fit snugly by comfortably against the side of the face
- Be secured with ties or ear loops and allow Guest to remain hand-free

At this time, based on guidance from health authorities, neck gaiters, open-chin triangle bandanas and face coverings containing valves, mesh material or holes of any kind are NOT acceptable face covering.

Costume masks are also NOT considered appropriate and are prohibited from being worn, in alignment with our existing rule. The use of face coverings is not a substitute for physical distancing.

## **Proper Hygiene**

Wash or disinfect your hands frequently and practice good hygiene while at the luau. Wash with soap and water for at least 20 seconds throughout your visit. Use hand sanitizer at various areas throughout the facility as an alternative. Wash or sanitize them after coughing or sneezing, before eating, after toilet use, and when hands are visibly dirty. When coughing or sneezing, cover your mouth and nose with a flexed elbow or tissue. Dispose tissue into a trash receptacle immediately after use and wash or sanitize your hands.

## **Social Distancing**

Please follow social distancing guidelines very carefully and maintain 6 feet/2 meters of space from others. Immediate family members who live in the same household can be closer & grouped together. All others should strictly adhere to 5 person group as mandated and maintain social distancing from others outside your group. This will apply throughout the entire facility.