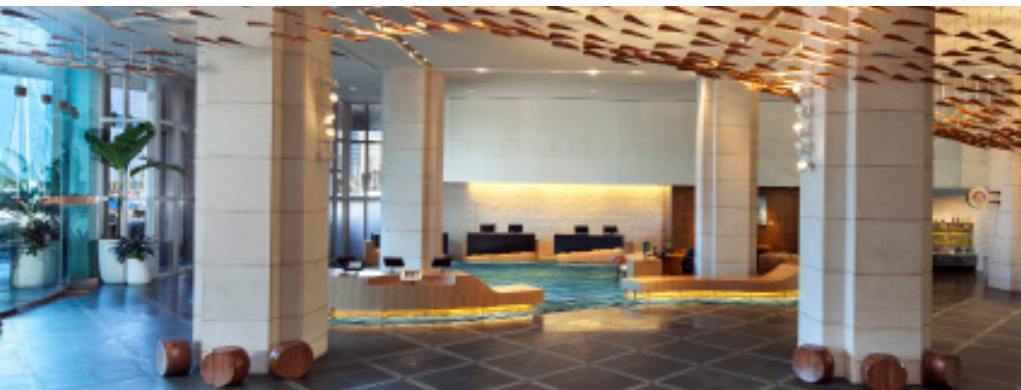


# PRINCE PROMISE

Caring for our guests and providing exceptional service has always been our priority at Prince Waikiki. While the world around us has changed how business is conducted, we look forward to welcoming all of our guests with a commitment to ensure their health, safety and comfort.

We have further enhanced our cleaning guidelines which was carefully put together and implemented following the recommendations by the Centers for Disease Control and Prevention (CDC) and the Hawaii Lodging and Tourism Association (HLTA). These procedures and guidelines may change and evolve over time to reflect new government guidance and expectations.



## ENHANCED SANITIZATION/TECHNOLOGY

- Hand sanitizer stations have been placed in various areas throughout the hotel.
- Touchless fixtures have been installed in public area restrooms to minimize physical contact.
- Sanitation and disinfectant materials meeting the highest industry standards will be used throughout the hotel.
- Luggage assistance will be provided and bell carts will be disinfected before and after each use.
- In-room express check out service will be available to provide an expedited and contactless departure experience.
- Rooms will be cleaned using the highest standard of disinfecting supplies and with an emphasis on high touch items.
- Approved sanitation procedures and increased frequency of cleaning and disinfecting all high touch points in public areas will be conducted a minimum of once per hour in all public areas including the lobby, pool and fitness center.
- Public areas are sanitized throughout the day including the lobby, restaurant, banquet spaces and pool deck.



Additionally, as a AAA Four-Diamond hotel, Prince Waikiki is upheld to the AAA Diamond rating system that provides a detailed look at a property's cleanliness through enhanced inspections with ATP surface testing, the same technology used to verify cleanliness in the healthcare and food service industries. Inspectors measure 8 surfaces in randomly selected guest rooms and bathrooms during each inspection. You can rest assured knowing that Prince Waikiki scored 100% on this cleanliness inspection.