

Dear: Guests

We are excited to announce that we are reopening Nā Ho'ōla spa on May 1st 2021. Our temporary new hours of business will be from Wednesday to Sunday (closed on Monday and Tuesday) from 9am to 6pm.

Our top priority has always been to bring an unparalleled safe and comfortable experience of healing and rejuvenation to our guests. We mindfully consider every step of the treatment process to ensure we meet your needs in a focused and safe manner that is in accordance with government guidelines.

Here are some of the procedures:

- Practitioners and Guests will wear masks while being in Spa, including during treatments
- Temporary closure of Showers and Dry Sauna
- Limited Menu (massages only)
- All the guest will be welcomed with Made in Hawaii floral sense Hand Sanitizer
- All of the treatment room will have Air Purifier with HEPA Filter
- Massage table will have sanitary protective fittings. This protective table barrier provides complete disinfection and comfort for guests.
- An aroma oil sent 3 ply mask is provided during the treatment
- For face cradles, we use Stretch Gard™ Silicone Cover – the industry's first disinfectable face cradle cushion cover.
- Guest will be asked Temperature check and answer health questionnaires
- Continuous Training for employees on sanitation and hygiene standard
- Washing hands for a minimum of 20 seconds at the beginning and end of a treatment
- No cancellation fees will be applied to guests unable to make their appointment due to illness with advance notice
- Fully sanitizing all treatment spaces between each services

To keep our guests and employee safe, we will ask all guests to:

- Refrain from visiting the spa if you or a household member have fever, COVID-19 symptoms or a communicable illness
- Refrain from visiting the spa if you are under an isolation or quarantine order/directive.
- Respect the spa's sanitation and hygiene standards, and process spa posted with in the spa and share by employees

To book a treatment, please visit nahoolaspawaikiki.com, email: nahoolahnlrw@hyatt.com or call us at 808-237-6330. At Nā Ho'ōla Spa, we look forward to resuming operations and bringing healing to our guests once again,

Sincerely,

Yoshimi Anderson