

# COVID-19 UPDATE

At Kekaha Oceanside Kauai, we have always had the highest standards of care for our guests. Now, more than ever, considering the fast evolving COVID-19 crisis, we are even more resolute on the health and safety of all our guests, owners, and employees, without compromising the quality of your stay.

We are adhering to the latest information, protocols and methods suggested from the world's leading health experts and government authorities including the World Health Organization and Centers for Disease Control to maximize the effectiveness of all our actions.

We have taken many precautionary measures to ensure our guests' well-being as well as that of our employees. We have heightened our already stringent practices around sanitation, disinfection and cleaning, plus we have added new specific measures based on the current situation.

In addition to our actions, we encourage you to learn more about what you can do to be safe. [The World Health Organization](#) and the [Centers for Disease Control and Prevention](#) have many recommendations to reduce exposure, prevent infection and learn what to do if you feel sick.

On March 17th, Hawaii's Governor David Ige announced actions the State will be taking to support the worldwide efforts to mitigate and slow the spread of COVID-19. Included in his efforts is a request for visitors to postpone their plans to visit Hawaii.

On March 18th, Kauai County's Mayor Derek Kawakami stated that airline travel to and from the island of Kauai be limited to essential needs only. Specifically, "Until further notice, visitors should not be traveling to our island for recreational purposes. Kauai is on vacation!" emphasized the Mayor.

On March 21st, Governor Ige announced a mandatory 14-day quarantine for returning residents and visitors to the state of Hawaii.

As of April 17, staff from the Hawaii Tourism Authority (HTA) and Hawaii Visitors and Convention Bureau (HVCB) are assisting the Hawaii Airports Division with additional screening. They have added new steps and procedures to better track arriving passengers and returning residents. The airport screeners are verifying names and cellphone numbers before releasing travelers and are crosschecking lodging addresses provided against the state property tax records to ensure all of the information provided is accurate and legitimate. Visitors can expect calls from the HTA and HVCB workers

during their stays and those who fail to respond get referred to the County law enforcement agencies.

On April 29th, Kauai Mayor Kawakami stated that many of his Emergency Rules will expire on May 3rd given most are now covered under the Governor's Proclamation. However, he specifically noted that since vacation rentals are not listed as an essential business in the Governor's Proclamation, we are still not able to welcome guests until after May 31st.

On May 5th, Governor Ige took steps to begin to reopen the Hawaiian economy by authorizing shopping malls and a variety of retail businesses to open, provided they minimize contact between employees and customers. Ige's seventh supplementary emergency proclamation ([available here](#)) shifts from a "stay at home" to a "safer at home" policy. People should not be congregating, always need to maintain a social distance and are required to wear face masks when outside he stated. One new rule added prohibits rental car companies from renting to anyone subject to the 14-day quarantine.

On May 15th, Kauai Mayor Kawakami with Governor David Ige's approval opened Kauai's beaches for groups of 10 or less from the same household as long as they maintain social distancing guidelines from thirty-minutes before sunrise to 30-minutes after sunset for period of 14-days (now extended through to June 30th, subject to modification).

On May 18th, Governor David Ige's extended the mandatory 14-day quarantine for all passengers arriving in Hawaii, including those flying between the islands, through June 30th. More details can be found on Ige's [Eight Supplementary Emergency Proclamation](#).

On May 22nd, Kauai Mayor Kawakami with Governor David Ige's approval opened some additional businesses and operations including places of worship, manufacturing, construction, public and private pools, outdoor-based tours, and one-on-one services. A full list is available [here](#).

On May 28th, Kauai Mayor Kawakami with Governor David Ige's approval continued to allow additional businesses, services and public outdoor spaces to open and operate on Kauai, including gyms and dine-in restaurants as long as they follow strict guidelines starting on June 1st. More specific information is available [here](#).

In these unprecedented times, we are temporarily adjusting our cancellation policies to allow maximum flexibility to help you make the right decisions regarding your Kauai travel plans:

## Existing Reservations

If you have upcoming travel plans that include us from now through June 30, 2020, we are here to make your stay as worry-free as possible. We will assist you in picking new dates at no additional charge or are issuing full refunds.

If your travel plans with us are between July 1 and August 31st 2020, we will assist you in picking new ones at no additional charge should you want to change your dates or we are offering the flexibility of a full refund up to 30 days prior to your arrival should you need to cancel due to government imposed travel restrictions or flight cancellations.

For those who booked with us via online travel agents or other third-party travel professionals, please contact them for information on their policies.

## New reservations

Per current County regulations, we are not accepting any new reservations for stays prior to July 1, 2020.

We are doing everything we can to provide a safe and enjoyable experience when you do get to visit us. Mahalo for your patience, understanding and cooperation.

Sincerely,

Kendall Koetje