



## **Group Information**

Ver 070325

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## I. Important Resort Contact Information

### A. Key Leadership Personnel

| <u>TITLE</u>                                        | <u>OFFICE</u>    | <u>CELLULAR</u> |
|-----------------------------------------------------|------------------|-----------------|
| General Manager – Angela Vento                      | (808) 874-7000 / | (808) 283-8665  |
| Resident Manager – Alejandro Lobo-Guerrero          | (808) 874-7801 / | (808) 283-2047  |
| Director of Security – Craig Tanaka                 | (808) 874-7866 / | (808) 870-6780  |
| Director of Engineering – Rob Hoonan                | (808) 874-7964 / | (808) 283-6250  |
| Director of Event Management – Sarah Parrish        | (808) 874-7955 / | (808) 214-8663  |
| Director of Restaurants – Jithesh Kunnappada        | (808) 874-7824 / | (808) 303-8920  |
| Director of Front Office Operations – Myriam Tehina | (808) 874-7859 / | (808) 283-9318  |
| Director of Culinary Experience – Amanda Lindquist  | (808) 874-7970 / | (609) 760-4313  |
| Executive Housekeeper – Nani Kaina                  | (808) 874-7993 / | (808) 283-4502  |
| Director of Sales & Marketing – Laurie Garzon       | (808) 874-7883 / | (615) 823-0559  |
| Director of sales – Joely Jackson                   |                  | 808.283-9682    |

### B. Resort Security – **Emergency dial 77911** from any Resort Phone

Non-Emergency - Extension 77948

Security personnel are available 24 hours a day.

## II. Security & Safety

- A. The Wailea Beach Resort Security Team are trained as initial first responders for emergency situations, are registered and licensed by the State of Hawaii, Board of Private Detectives and Guards, and are certified in CPR, AED use and basic first aid.
- B. The **resort's** emergency phone number is “77911” or “0” for the Operator.
  - 1. Wailea Beach Resort associates are trained to utilize this number in an emergency which can be dialed from any phone on the property.
  - 2. Additionally, all resort guest room and house phones are also equipped to dial 911 directly. We do recommend that Resort Security be notified via the operator, “0” as we work closely with Maui County Emergency Services to coordinate their arrival location and aid in their quick response to the emergency. Wailea Beach Resort Security personnel also remain in contact with the 911 Emergency Dispatcher and provide necessary information and updates to the responding agencies while in route to the hotel.

## III. Area Resource Information

### A. Medical Facilities

- 1. **Maui Memorial Medical Center and Emergency Room**  
221 Mahalani Street, Wailuku, Hawaii 96793  
Main Line: (808) 244-9056  
Emergency Room: (808) 242-2343  
Hospital Open 24hrs
- 2. **Urgent Care Wailea Makena**  
100 Wailea Ike Drive, Wailea, Hawaii 96753  
(808) 281-6580  
8:00am – 5:00pm daily
- 3. **Kihei-Wailea Medical Center**  
221 Piikei Avenue, Kihei, Hawaii 96753  
(808) 874-8100  
8:00am – 8:00pm M-F  
8:00am – 5:00pm S-S

## **B. Pharmacies**

- 1. Wailea People and Paws Pharmacy**  
34 Wailea Gateway Place, A-103, Wailea, Hawaii 96753  
(808) 879-0123  
9:00am – 6:00pm M-F  
9:00am – 3:00pm Saturday
- 2. Longs Drugs (CVS)**  
1215 S. Kihei Road, Kihei, Hawaii 96753  
(808) 879-2033  
8:00am – 9:00pm M-F  
8:00am – 6:00pm S-S

## **C. Dental**

- 1. Wailea Dental**  
161 Wailea Ike Place, Suite B-104, Wailea, Hawaii 96753  
(808) 875-8555  
9:00am – 5:00pm Monday  
8:00am – 4:00pm Tuesday  
8:00am – 5:00pm Thursday  
8:00am – 1:00pm Friday

## **D. Emergency Services**

- 1. Maui Fire Department and Maui Police Department – 911**  
Non-Emergency – (808) 244-6400
- 2. Ambulance Service - 911**  
Non-Emergency – (808) 871-8575

## **IV. Wailea Beach Resort Safety Features**

- A.** There is a written emergency and crisis plan in place for the Wailea Beach Resort. The resort has associates on duty 24 hours, 7 days a week to assist with emergencies or evacuation.
- B.** The Wailea Beach Resort is equipped with a fire protection system that is monitored by Resort Security 24 hours a day. This includes smoke detection, a heat-activated sprinkler system, manual alarm pull stations, dry chemical (A-B-C) fire extinguishers, and an audible/strobe alarm system in public areas.

- C.** There are five (5) automated external defibrillators (AED) on property. The AED's are deployed during response calls as well as a public access unit in the Fitness Center. Security personnel and key management are certified in the use of AED's.
- D.** The resort has an emergency generator for designated lighting and power to key systems and equipment.
- E.** Guest Room Features
  - 1. Guest Rooms are equipped with electronic locking devices.
  - 2. Secondary locking devices for entry and balcony doors.
  - 3. Self-closing guest room entry door.
  - 4. Posted copy of the evacuation plan which is specific to each guest room location.

## **V. Emergency Procedures**

### **A. Medical Assistance**

The Wailea Beach Resort has an Emergency Procedures Manual, which covers a variety of crisis situations, taking an all-hazards approach.

#### **1. Emergency**

- a) A designated extension number is utilized for reporting any emergency condition on this property, 77911 from any resort phone.
- b) The dedicated Security Dispatcher receives all emergency calls and directs every officer on duty to the incident location given.
- c) Our county 911 center is called immediately for necessary response to property and coordinated to arrive at the nearest entrance to incident location.
- d) An Officer or Manager is directed to the entrance coordinated by the dispatcher to await arrival of responding agencies and will escort the responding agencies to the incident location.
- e) The group contact is notified via phone to respond to incident location.
- f) Officers remain with the injured party and perform CPR/first aid as necessary until responding agencies arrive to take over and the all clear is given. Updates are given to the dispatcher who in turn updates the responding agencies while they are in enroute.

- g) Should the injured party decline to go with the paramedics but still desires immediate medical assistance they will be given the option of either Urgent Care or the Hospital Emergency Room. Transportation can be coordinated with the resort.

## **2. Non-Emergency**

- a) Dial 77948 to report a non-emergency medical incident or request the operator connect you to the Security Department.
- b) If a guest desires medical assistance, but not on an emergency basis, an officer will be dispatched to the guest's location to evaluate the injury and provide first aid if necessary. The guest is offered information regarding area medical facilities and transportation options in the event he/she decides to seek further medical attention at a later time.
- c) Information will be gathered and the incident documented.
- d) The group contact may be notified via phone or email as requested.

**B. Fire** – it is important that all guests know what to do in the event of a fire. Upon arrival, we encourage all guests to take a moment to become familiar with the locations of emergency exits and alarm pull stations. Evacuation maps are located on the interior of each guest room door and at elevator landings.

### **1. If a fire is discovered by the Guest**

- a) Activate the nearest fire alarm pull station.
- b) Report the fire to the Operator (0)
- c) The evacuation "muster point" is the top level of the parking structure or the Luau Grounds. Fire or resort personnel may move you to another location away from the hotel – the primary objective is to move away from the fire.

### **2. If a fire is discovered in another part of the building**

- a) You may hear the fire alarm signal, voice announcement over the PA system, shouting in the corridor, or by the sound of sirens outside your door.
- b) If the door is cool, open it slowly and be prepared to close it quickly if necessary.

*(1) If your room key is readily accessible, take it with you as you head for the door. In the event your room is filled with smoke, stay low to the floor and crawl to the door. Smoke and noxious gases rise, therefore the freshest air is nearest to the floor.*

- (2) *Check the corridor. If it looks clear and passable, walk to the nearest exit. Exit routes are posted behind each guest room entry door. If smoke is visible, stay calm and crawl to the nearest exit, closing the door behind you as you leave. Stay close to the wall and count the doors as you go. If your primary escape route is blocked, use an alternate route or return to your room. Do not use the elevator.*
  - (3) *Walking down the exit stairwell, remain calm and hold the handrail as you descend to avoid being pushed down by others. If smoke becomes dense as you descend the stairway, exit the stairway to another floor. The last exiting option would be to exit to the roof. Signs on the wall at the floor landings will help guide you.*
- c) Feel the door for heat with the back of your hand. If it is hot, do NOT open it.
- (1) *If you are forced to stay in your room due to heat, smoke or flames in the corridor, there are important procedures for you to follow.*
  - (2) *Wet down towels and sheets to block the entry of smoke. Place them around doors and cracks to prevent smoke from seeping in. Cover your nose and mouth with a wet cloth to cut down on the amount of smoke you may inhale. Turn off the fans and air conditioning to prevent smoke entry through the ventilating system.*
  - (3) *Fill the tub with water. The ready supply of water might be used for fighting the fire. Use your ice bucket to bail water.*
  - (4) *If possible, call Security (77948) and tell them where you are. You may also be able to signal fire fighters by hanging a bed sheet from your balcony or window.*
  - (5) *If smoke is evident in your room, remove the drapes and curtains and open the sliding balcony door or window, if possible, to obtain fresh air. Don't open the sliding balcony door or window at all if smoke or flames are visible just outside.*
  - (6) *If you cannot stay in your room any longer, remember to crawl low and try to remain calm while utilizing one of the exit routes. Exit routes are posted on the back of each guest room entry door.*
- d) Security Personnel and Management will give an ALL CLEAR signal when it is safe to return to your guest room.

## Evacuation Meeting Area Map



### C. Hurricane

A hurricane is an intense storm with winds of over 74 miles per hour. It is usually accompanied by heavy rain, and sometimes high-water levels. It should be treated with respect.

1. During certain months of the year, between June and November, hurricane can occur. We have taken reasonable precautions to ensure your safety should a hurricane occur while you are here. Knowing what to do is one of the most important precautions you can take.

- a. **Hurricane Alert:** This means that a hurricane is in the general vicinity and, though it may be several hundred miles away, appears to be heading towards us. During this phase, it may change course and go elsewhere.

- i. **What to do in a Hurricane Alert:** Keep an eye on the television weather reports or radio reports. If action is needed, you will be notified by resort personnel. If you have a computer, a good website to monitor is: <http://www.nhc.noaa.gov/index.shtml>

- b. **Hurricane Watch:** A Hurricane Watch is announced when a hurricane is approximately 48 hours away.

- i. **What to do in a Hurricane Watch:** If action is advised by Maui County, you will be notified by the resort. Ensure that your home address and telephone number are on file at the Front Desk (if these were not recorded when you registered). In addition, keep watching and listening to the television, internet and radio reports for more information.

- c. **Hurricane Warning:** *A Hurricane Warning is announced when a hurricane is expected to strike our location in 36 hours.*

- i. **What to do when a Hurricane Warning is announced:** You will be advised of a Hurricane Warning by resort personnel. This announcement may be made either in writing, posted in the elevators, via telephone calls to your guest room or via our public address system.
- ii. Guests who are unable to leave the island prior to landfall will be sheltered on property. The **LOKELANI BALLROOM** will be utilized as a shelter-in-place location. Inner service areas will be used for higher intensity events.

## D. Earthquake

1. *Guests are instructed to get on the floor, under a strong desk or in a doorway. It is important to stay away from windows, wall art and off of balconies.*
2. *Guests are asked to stay in their rooms until the ALL CLEAR is given by security personnel and management via the Public Address System and Bullhorns.*
3. *If outside, guests are asked to move to open space away from buildings or structures that may fall. Do not return to the building until the ALL CLEAR is given by security personnel and management.*

## E. Tsunami

A tsunami is a series of traveling ocean waves of extremely long length. These generally appear as a large, steep wall of water and produce rapid flooding of low-lying coastal areas. These are generated by disturbances associated primarily with earthquakes both above and beneath the surface of the ocean. Tsunamis can inflict severe damage to property and pose a threat to life in coastal communities. Although most people imagine a tsunami as a large, steep wave breaking on the shore, tsunamis generally appear as an advancing tide without a developed wave face and produce rapid flooding. Tsunamis can occur at any time of the day or night, under any weather conditions, and in all seasons.

### 1. When to evacuate:

- (1) A strong LOCAL off-shore earthquake (usually 6.9 or higher magnitude) may generate a tsunami. Therefore, if you feel the ground shake and you need to hold on to something to keep from falling, evacuate inland or to high ground immediately and return only after officials say it is safe to do so.
  - a. If there is no earthquake damage, the Tower (Haleakala) wing, floor 2 and higher, should provide safe sheltering.

- b. If you see an unexpected rise or fall in the coastal water, a tsunami may be approaching. Do not wait – instead move inland or to higher ground as quickly as possible.
- (2) During distant source tsunami events, Maui Emergency Management Agency officials will advise the public to evacuate by sounding the Civil Defense sirens and/or making an announcement over the Emergency Alert System (EAS). But orders are given only in the most serious of circumstances.
- (3) You will be advised of a Tsunami Warning by resort personnel. This announcement will be made in writing, posted in the elevators, via telephone calls to your guest room and/or via our public address system. We will communicate updates that we receive regularly to you.

## **2. Where to evacuate:**

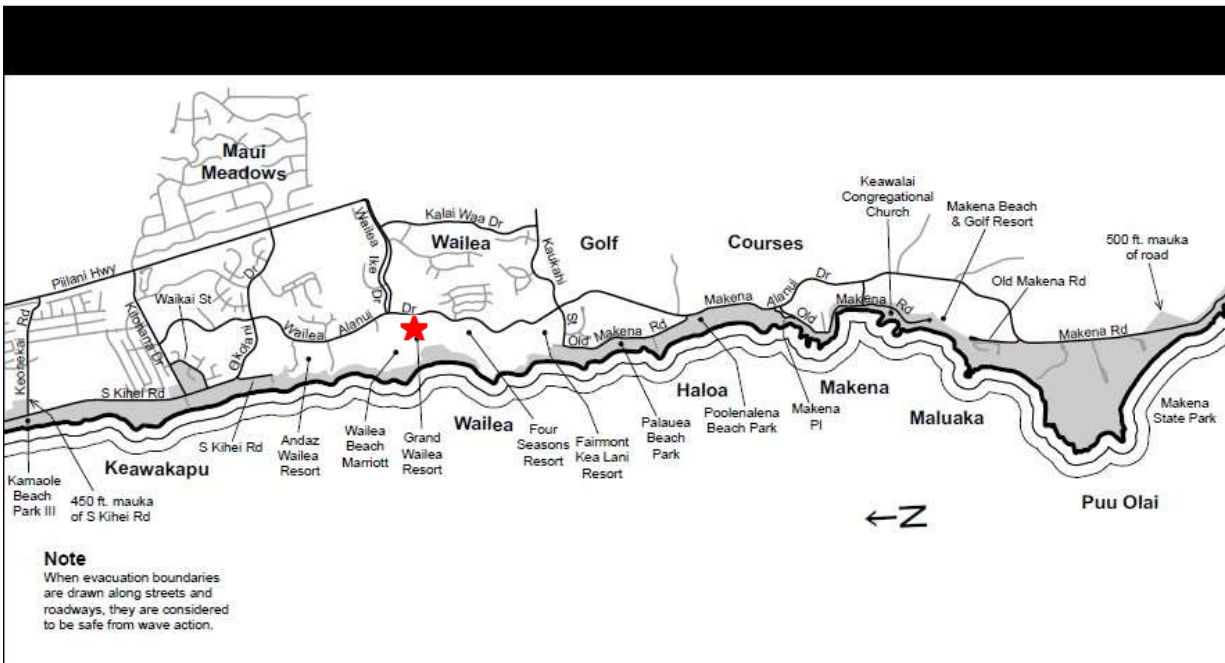
- (1) Go to the fourth floor (**lobby level**) or higher of any building or to higher ground. If you are on the beach and unable to get to high ground go inland as far as you can.
- (2) If you are off property, local shelters will be open as needed by Maui County. Listen to your radio for details.

## **3. All clear instructions**

- (1) Do not return to shore after the first wave. Wait for Emergency Management officials to give the ALL CLEAR before you return.
- (2) This condition is announced by the Maui Emergency Management Agency over the Emergency Broadcast System following the cancellation of Tsunami Warning by the Pacific Tsunami Warning Center (PTWC). This PTWC cancellation signifies that damaging waves are no longer a threat to the Island of Maui.
- (3) Wailea Beach Resort staff will communicate the ALL CLEAR announcement to guests following initial surveys of the tsunami evacuation zones to ensure the safety of the guests.

## **EVACUATE ALL SHORELINES AND SHADED AREAS**

*(If outside the tsunami evacuation areas, avoid non-essential travel.)*



## **VI. Accessing Guest Rooms**

- A.** If a guest is locked out of their room due to the lock malfunctioning or the hotel issued key is not working properly:
  - 1. *The guest may retrieve new keys from the Front Desk. A valid photo identification card must be presented to receive keys to a guest room. Only the registered guest will be given a room key.*
  - 2. *The guest may call Security from any house phone and an officer will respond immediately. The guest will be required to present a valid photo identification card for verification before being allowed access to the room. The Officer will then proceed to the Front Desk and retrieve new keys for the guest, to be delivered to the guest room.*
- B.** Access the phone app ([\*\*Wailea Beach Resort\*\*](#) via Google Play or the Apple Play Store) as a one-stop shop to explore all 2 acres of the property, including directions to your guest room.

## **VII. Lost and Found Procedures**

- A.** If an item is found by a guest it may be turned into any associate and they will call Security for its retrieval, recording, and safe storage.
- B.** If a guest has misplaced an item, they may call the Security Office (77948) to inquire if it has been turned in.

## **VIII. In room Safe and Safe Deposit Box**

- A.** For your convenience there are Safemark safe units in every guest room and these should be utilized for all items of value. If an item does not fit in the guest room safe, Safe Deposit boxes are available through the Front Desk. Please remind all attendees to utilize the safes provided, to keep their room doors closed and locked at all times, and to never leave personal items unattended in open spaces.

## **IX. Pool and Pool Deck/Chair Etiquette**

- A.** Pool Chairs are for the enjoyment of all our guests. As a courtesy, towels and guest items left before 7am or unattended for 60 minutes may be removed and stored.
- B.** No outside food or beverages are allowed in/on the pools and pool decks.
- C.** Coolers are not allowed on the pool decks unless strictly for medical purposes.
- D.** Guest room wrist bands are required for proper identification and use of the pools.
- E.** There are height requirements for the use of two of the slides at Nalu Pools (48").