



Tuesday, November 17, 2020

To Our Valued Travel Partners:

As you know, the State of Hawaii reopened to visitors on October 15th with the new Safe Travels program. We have been monitoring the performance and success of this pre-travel testing program, as well as how our islands are adapting to and managing the influx of visitors. While we are still navigating the complexities and circumstances presented by the COVID-19 pandemic, including its direct impact on tourism to Hawaii, we have decided that Halepuna Waikiki will remain closed at least through January 31, 2021.

As a result, room reservations scheduled to arrive on or before January 31, 2021 are being cancelled or modified without penalty and we are kindly asking our travel partners to inform guests who will be impacted by this decision.

Please know that we remain committed in doing everything possible to assist our mutual guests. Should you need further assistance with any questions regarding reservations at either hotel, please feel free in contacting:

Mr. Chi Hoon Bang

Director of Sales & Marketing

Phone: 808-931-6653

Email: chihoon.bang@halepuna.com

Halepuna Waikiki Reservations

Toll Free Phone: +1 (800) 422-0450 (US & Canada) or +1 (808) 921-7272

Email: reservations@halepuna.com

We will let you know as soon as we decide when to reopen and we are able to welcome your clients back to continue fulfilling the legacy of our Hotels & Resorts of Halekulani. In the meantime, please stay well and take good care of your family and loved ones.

Should you need further assistance with any other questions, please feel free in contacting me.

Sincerely,

Chi Hoon Bang

Director of Sales & Marketing

Halekulani & Halepuna Waikiki