

# MAHALO *to our* HOTEL HEROES



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**In April 2020**, only a month into the COVID-19 outbreak in our state, the Hawai'i Lodging & Tourism Association joined forces with the Hawai'i Tourism Authority and Hawai'i Visitors and Convention Bureau to offer complimentary hotel stays to first-responders and healthcare workers courageously toiling in the frontlines of the pandemic. That effort, called "Hotels for Heroes," included 35 hotels that would provide more than a thousand room nights for these guests, many of whom were overworked and afraid of exposing their families to the virus.



**Then, in September 2021**, with the Delta variant now straining the state's medical capacity, the Hawai'i Lodging & Tourism Association introduced "Hotels for Healthcare Heroes," to offer two-night staycations for local doctors, nurses, and clinical staff battling the pandemic. This partnership with the Healthcare Association of Hawai'i was made possible through the generosity of HLTA member-hotels across the state.

**"Hotels for Healthcare Heroes"** ran the weekend of September 17 to the end of October. Participants were selected by hospital administrators who worked directly with HLTA and the Healthcare Association of Hawai'i.

**A total of 64 hotels** across the Hawaiian Islands stepped forward to participate, welcoming the dedicated corps of healthcare heroes for a respite from their demanding responsibilities. In all, 715 professionals representing 34 hospital groups, enjoyed staycations totaling 1,430 room nights.

**Mahalo to our HLTA member-hotels** and their dedicated employees for helping to demonstrate the hospitality industry's gratitude to the healthcare professionals who are protecting and caring for us during this crisis.

**"** Kohala Hospital had the opportunity to send frontline staff, including housekeeping, who live our mission and had perfect attendance during the big surge here in mid-September. I felt it important to give respite to those staff members who were here covering when it counted.

"After spending a whole weekend at the Four Seasons Resort Hualalai, Mauna Kea Beach Hotel, and The Westin Hapuna Beach Resort, these staff members came back to work feeling rejuvenated and appreciated. They were thanking me for selecting them for something I don't feel responsible for. Please extend thanks to all involved who put on this wonderful program."

*Kohala Hospital*

**"** As a part of our own Kuleana Commitment (Mālama 'Ōhana), The Fairmont Kea Lani was happy to support the Hotels for Healthcare Heroes program and show our appreciation to local doctors, nurses, and clinical staff for all their efforts throughout the pandemic. These heroes, like so many others, have worked tirelessly to address COVID-19 for more than a year, and we were honored to be able to welcome them and demonstrate our sincere gratitude."

*Michael Pye, General Manager  
The Fairmont Kea Lani*

**"** The best thing about the weekend was the reassurance that the Four Seasons Resort Oahu at Ko Olina was able to provide a great experience in a safe and thoughtful way. All staff were wearing their masks at all times in a correct way. The restaurants were socially distanced and cleaning was apparent. The hand sanitizers were readily available, and the signage about masks was tastefully done. So many thanks again!"

*The Queen's Medical Center*

**"** We were proud to be able to support the Hotels for Healthcare Heroes initiative. Prior to each arrival, I worked closely with our team to ensure that these very special guests would be treated as real Heroes throughout their stay at The Ritz-Carlton Residences, Waikiki Beach. From our best rooms to personalized amenities, every detail was reviewed and communicated to the team. We wanted to really roll out the red carpet and express our appreciation for all their hard work throughout the pandemic."

*Douglas Chang, General Manager  
The Ritz-Carlton Residences, Waikiki Beach*



**"Hotels for Healthcare Heroes"** went a long way in showing our appreciation to a group of medical professionals who have been working day and night to get us to a better place. The hospitality industry has taken this responsibility very seriously and we are doing all we can to be a part of the solution as our community continues to fight the pandemic.

The response by our HLTA members was exceptional, with 64 hotels immediately responding to our call for participation. The hoteliers were more than eager to show our gratitude to these amazing men and women, many of whom have been working tirelessly around-the-clock since early last year to keep our community healthy and safe.

We're also thankful for the strong support we received from Lieutenant Governor Josh Green, who encouraged us to reboot last year's "Hotels for Heroes," and the enthusiastic endorsement of county mayors Rick Blangiardi of Honolulu, Derek Kawakami of Kaua'i, Mitch Roth of Hawai'i, and Michael Victorino of Maui.

We're not out of this yet, but rest assured that the Hawai'i Lodging & Tourism Association, and the entire visitor industry for that matter, stands poised to respond to the needs of our community.

#### Mufi Hannemann

President & CEO  
Hawai'i Lodging & Tourism Association



**Our Hawai'i healthcare workers** have been making sacrifices and putting their own lives at risk throughout the pandemic as they take care of our friends, neighbors, co-workers, and those we love. We are tremendously appreciative of the Hawai'i Lodging & Tourism Association, and all the participating hotels, for donating hotel rooms that provide more than just a place to sleep. These rooms have provided a place to find respite from the pandemic, and an opportunity for these professionals to refresh themselves in mind and body. Mahalo for the true appreciation and aloha shown to Hawai'i's healthcare heroes.

#### Hilton Raethel

President & CEO  
Healthcare Association of Hawai'i



The Hawai'i Lodging & Tourism Association is the state's largest private organization representing hotels, condominiums, timeshares, other lodging entities, suppliers, and related firms and individuals with a connection to tourism. HLTA is dedicated to supporting the hospitality industry through education, political action, and membership benefits, and raising awareness about its contributions throughout the state.

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Andaz Maui at Wailea Resort  
Aqua Palms Waikiki  
Aqua Skyline Hotel at Island Colony  
Aston Islander on the Beach  
Aston Kaanapali Shores  
Aston Kona by the Sea  
Aston Mahana at Kaanapali  
Aston at the Waikiki Banyan  
Aston Waikiki Beach Tower  
Aston Waikiki Circle Hotel  
Aston Waikiki Sunset  
Best Western Pioneer Inn  
The Cliffs at Princeville  
Coconut Waikiki Hotel  
Embassy Suites by Hilton Waikiki Beach Walk  
Ewa Hotel Waikiki  
The Fairmont Kea Lani  
Four Seasons Resort Hualalai  
Four Seasons Resort Maui at Wailea  
Four Seasons Resort Oahu at Ko Olina  
Grand Hyatt Kauai Resort & Spa  
Grand Naniloa Hotel Hilo - a DoubleTree by Hilton  
Grand Wailea, a Waldorf Astoria Resort  
Halepuna Waikiki by Halekulani  
Hampton Inn & Suites Oahu/Kapolei  
Hilo Hawaiian Hotel  
Hilton Garden Inn Kauai Wailua Bay  
Holiday Inn Express Waikiki  
Hotel Wailea  
Hyatt Centric Waikiki Beach  
Hyatt Regency Maui Resort and Spa  
Hyatt Regency Waikiki Beach Resort and Spa  
The Imperial Hawaii Resort  
The ISO  
Kaimana Beach Hotel  
The Laylow, Autograph Collection  
Luana Waikiki Hotel & Suites  
Marriott Ko Olina Beach Club  
Maui Beach Hotel  
Mauna Kea Beach Hotel  
Montage Kapalua Bay  
Napili Kai Beach Resort  
OHANA Waikiki East by Outrigger  
Ohia Waikiki Studio Suites  
Pagoda Hotel  
Poipu Kai Resort  
Prince Waikiki  
The Ritz-Carlton Maui, Kapalua  
The Ritz-Carlton Residences, Waikiki Beach  
The Royal Hawaiian, A Luxury Collection Resort  
Royal Sonesta Kaua'i Resort  
Sheraton Kauai Resort  
Sheraton Maui Resort & Spa  
Sheraton Princess Kaiulani  
Sheraton Waikiki  
Surfjack Hotel & Swim Club  
Turtle Bay Resort  
Waikiki Beach Marriott Resort & Spa  
Waikiki Resort Hotel  
Waikiki Sand Villa Hotel  
Waikoloa Beach Marriott Resort and Spa  
Wailea Beach Resort - Marriott Maui  
The Westin Hapuna Beach Resort  
White Sands Hotel