

Nā Ho'ōla™

S P A

Aloha,

As you are likely aware, the COVID-19 situation continues to evolve around the world and is presenting new concerns related to the travel experience.

Hyatt Regency Waikiki is committed to caring for our guests, colleagues and customers, as your safety and wellbeing is always a top priority. Hyatt Regency Waikiki has been closely monitoring updates and recommendations from various health organizations including the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC) and local authorities.

In light of the quickly evolving situation, out of an abundance of caution, and in an effort to care for our guests and colleagues, Hyatt Regency Waikiki will temporarily close spa operations beginning Wednesday, March 18, 2020, for approximately 1 month, at which point we will reevaluate our suspension of operations.

During this period, the hotel will not accept any appointments for spa services. Guests may call to reschedule their appointments upon reopening. We deeply apologize any inconvenience caused.

We sincerely thank you for your understanding, and we cannot wait for our spa to reopen and beginning serving you, our guests. We will share updated information periodically.

Should you require further assistance regarding your appointment or cancellation, please contact me at Yoshimi.anderson@hyatt.com.

We greatly value your business and hope to have the opportunity to welcome guests back to our spa very soon.

毎度ナホオラスパをご利用いただきまして、誠に有難うございます。

急速に進化している状況を考慮し、Nā Ho'ōla Spa では、お客様とスタッフの健康と安全を第一に考えて、誠に勝手ながら、スパの運営を 2020 年 3 月 18 日水曜日から約 1 か月間、一時休業とすることいたしました。再開日に関しましては、安全に営業することが確認でき次第、速やかに皆様にご連絡申し上げます。

この期間中、ホテルではスパサービスの予約の受け付を一旦停止とさせていただきます。皆さまにはご不便をおかけしますことを深くお詫び申し上げます。

一日でも早く、通常通りの営業に戻り、お客様へのスパサービスをさせていただける日が来ることを切願しております。今後の方向性につきましては、定期的に更新情報をウェブにて追ってご連絡申し上げます。

ご質問、ご不明な点、お気づきの点がございましたら私宛に yoshimi.anderson@hyatt.com までご連絡ください。

皆様には多大なご迷惑をお掛けすることとなり、改めて深くお詫び申し上げます。事情ご賢察のうえ、あしからずご容赦くださいますようお願い申し上げます。

With warm regards,

Yoshimi Anderson / Spa Director