



Grand Wailea, A Waldorf Astoria Resort, Welcomes Back Guests with Reimagined Experiences Focused on Health, Wellness and Happiness at Maui's Most Iconic Resort

Resort announces its reopening on November 15, 2020 with an on-site 'Wellness Ambassador,' and Implementation of Hilton CleanStay with Lysol Protection Program

Wailea, Maui, HI (November 09, 2020): Grand Wailea, A Waldorf Astoria Resort — an iconic beachside sprawling resort nestled on 40 acres of lush, tropical gardens fronting Maui's Wailea Beach — will **reopen its doors on November 15, 2020**. Staying true to the Grand Wailea traditions and spirit while ensuring a safe and comfortable environment for guests and staff, travelers will now have the opportunity to create new memories at the celebrated resort. The reopening also marks the debut of **The Grand Life**, a sweeping variety of programming that focuses on well-being and incorporates **personalized health and safety measures**. The Grand Life will also include a **reimagined** twist to the **exceptional experiences** the resort is highly-acclaimed for, such as its award-winning spa, immersive activities, and interactive and educational experiences for kids. Detailed information on the guest arrival experience, including health & safety protocols and resort activities can be found [here](#).

"The core of our culture is built around happiness, wellbeing, and respect for the land. We have missed being able to provide our warm hospitality to travelers and look forward to welcoming our guests back," said Managing Director, JP Oliver. "We are committed to fostering a connection between our travelers and Hawaii through our array of unforgettable Grand Wailea guest offerings.

Elements of The Grand Life include:

Wellness Ambassador: Grand Wailea is committed to making guests' travel plans as safe and seamless as possible. Grand Wailea will provide a '**Wellness Ambassador**' on property to assist prior, during, and following a guest's arrival. There will be a wellness check area with a thermal face scanner, complimentary masks, hand sanitizer, posted CDC recommendations for social distancing, and Maui county regulations. The Wellness Ambassador will be a resource to help guide all guests through Maui's changing health and safety protocols. Creating a **stress-free trip that focuses on well-being and relaxation**, each traveler will leave the property having created new memories and feeling more refreshed than ever before.

Spa Grande: Grand Wailea is home to the **largest spa in all of Hawaii** — Spa Grande — a 50,000 square foot wellness space with **countless accolades for its innovative programming**. Uniting Thalassotherapy and Ancient Eastern and Hawaiian Philosophies, Spa Grande features an extensive range of **Hawaiian and globally inspired therapies**. The signature treatments, which

ensure the health and safety of guests among all other treatments, include the **Hawaiian Healing Escape**, a half-day transformative and indulgent experience that uses traditional Hawaiian healing practices and massage therapies combined with herbal plant medicine grown in the lush rainforests of Hawaii. Additionally, the **Ho'omalie healing treatment** blends rhythmic lomilomi and pohaku (warm stone) massage, and the **Hawaiian Superfood Crystal Facial** is a potent collagen-producing facial that deeply infuses the skin with pristine nutrients. With travelers looking to rest and relax while staying safe, Spa Grande will reopen with a **socially distant approach** and follow all health & safety protocols. The Spa Grande experience will feature other special touches including a **welcome hand-cleansing ritual** and an **immune-boosting elixir** served at the end of all treatments. **Open-air treatment options** in a poolside cabana will also be available, as well as **in-room treatments** for those who would prefer not to use the spa facilities. **In-room spa & wellness kits** will be available for those who are looking to continue their Spa Grande experience in the privacy of their own rooms, including Knesko and Patchology face masks, bath ritual kits, sleep enhancing kit, and personalized skin care sets from Eminence and SkinCeuticals, and more.

Launching in early 2021, the spa's new **Live Grande Wellness** program will allow guests to discover their path to a **vibrant fulfilling life** through **thoughtful wellness experiences** that allow for exploration on needs and desires to **spiritually heal inside and out**. The program will feature à la carte wellness experiences, events & workshops with visiting practitioners, one to three-day retreats and more. Highlights of the services include energy treatments such as **reiki and chakra balancing**, to healing arts like **reflexology and cupping**, nutrition sessions on **intuitive eating**, metaphysical sessions including **birth and wedding charts and natal readings**, and mindfulness sessions including **personalized meditation** and **guided visualization**. Details of the program will be announced before the end of the year.

For guests looking to stay fit during their visit, the resort has implemented **'gym pods,'** a dedicated private space away for individuals or families traveling together, with special equipment including **Peloton bikes, interactive Mirror screens**, rowing machines, free weights, and yoga mats. For travelers looking to take their workouts outside, open-air areas throughout the resort grounds will be available for **personal training sessions** and socially-distanced outdoor fitness classes.

Make Your Zoom Background Your Real Background: **Guests looking to work remotely will be treated to a seamless 'work from home' set-up.** Upon request, guests will have access to their own "office" – a room or area at the hotel with a workstation including a monitor, conferencing equipment and any supplies they may need. **For young guests engaged in virtual schooling**, Grand Wailea will offer IT support, desks upon request, school supplies, and an on-demand tutor, to ensure that little guests are set up for success with their schooling.

Grand Passport: After almost eight-months in front of screens, whether television or iPad for entertainment, or a computer screen for virtual learning, **Grand Wailea is encouraging its school-aged guests to partake in non-screen educational experiences** through its new self-guided

Grand Passport program. Focusing on both immersion into Hawaiian culture, including the islands' storied Polynesian ancestry and abundance of flora & fauna, as well as sustainable practices to combat guests' carbon footprint, self-guided tours of the artwork featured throughout the resort with work from Botero, Leger, and Chihuly, and even surfing and snorkeling lessons, the Grand Passport program will offer a memorable educational lesson that is sure to last forever.

Upon check-in, children will receive a Grand Passport, which **maps and lists out all educational activities to visit around the property**. After each activity, a "stamp" on their passport will officially indicate they have successfully completed the 'Hawaiian lesson.' Following a young person's stay, Grand Wailea will continue to send (via e-mail) **immersive reading material on Hawaiian culture** and **print outs for coloring** to continue the interest, education and conversation.

The resort has undergone key changes in accordance with government and local authority guidance as well as Hilton CleanStay with Lysol protection, which includes, among many other motions, operating at a minimum capacity and with limited facilities; COVID-19 testing; thermal screen temperature checks; light therapy to enhance the immune system; antigen testing; social distancing of at least six feet in effect in all areas; offering keyless entry for guests in every room; as well as limited bell and valet services to minimize human interaction to further appease their health & safety concerns of traveling during this time. A full list of related revisions is available [here](#).

As of October 15, 2020, visitors age five and older are allowed to bypass Hawaii's mandated 14-day quarantine with proof of a negative COVID-19 test. Children five and under are exempt from quarantine rules and therefore, do not require proof of a negative test/ For Hawaii-bound travelers, more information on testing [here](#).

About Grand Wailea, A Waldorf Astoria Resort

The newly refreshed landmark resort consistently ranks among the world's best in leading travel and consumer reports. Nestled on 40 acres of lush, tropical gardens fronting Wailea Beach, **Grand Wailea** provides a range of vacation experiences: open spaces for the active vacationer, beauty and seclusion for romantic getaways, and family fun – ranging from a fully equipped camp for children and a teen lounge to rope swings and a jungle-style river pool. Guests also have access to the luxurious Spa Grande, a standard-setter in the world of resort spas, as well as eight restaurants, including the award-winning "Best of Maui" Humuhumunukunukuapua'a. Accommodation options include Grand Wailea's 776 rooms and suites and an enclave of 120 luxury villas Ho'olei at Grand Wailea ranging from 3,200 to 4,000 sq. ft., located nearby with access to Grand Wailea amenities. For reservations and information on what is currently available/open on property, please call 1-800-888-6100 or visit www.grandwailea.com

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