



Clean. Care. Safety. Program

Roberts Hawaii has created guidelines designed to slowly and safely restart the tour and transportation business. Keeping our employees and guests safe, is and will always be our core value. The guideline meets and combines Federal, State and Local regulations. With shared responsibility, we will together open Hawaii back up for all to enjoy.

SHARED RESPONSIBILITY FOR PASSENGER TRANSPORTATION

Face Coverings

- Drivers will wear face masks when interacting with guests.
- Guests are required to wear face mask that covers the mouth and nose. Young children unable to keep their face masks on or guests with a medical condition that prohibits the use of a face mask, will be exempt from the face mask policy.

Hand Sanitizers

- On each vehicle, Roberts Hawaii provides hand sanitizers readily available for all guests throughout their ride and we encourage all guests to use it.

PASSENGER RESPONSIBILITY

Boarding Vehicle

- Prior to vehicle arriving, guests should social distance using CDC guidelines of 6' while waiting for vehicle. Do not congregate in crowds.
- Drivers will call out names as Roberts Hawaii understands guests will be spread out. As guests' names are called out, guest may approach driver WITH FACE MASK ON to check in and board to the rear of the vehicle.
- Temperature Checks are mandatory prior to boarding. If guest has a temperature, it is a mandatory removal from the tour. (see Temperature).
- Boarding will be done from rear to front and seat assignments will be provided by driver.

• Vouchers will no longer be accepted. Billing will be done on reservations booked. Reminder cancellations over the phone must be followed with an email to cancellations@robertshawaii.com to avoid any cancel fees.

- No Mask. No Service.
- Limited supply of surgical masks will be sold by driver.
- The first-row seats will not be available to protect the driver.

Temperature Check

- Should a guest show a fever (100.4+ degrees), driver will advise guests to go back to their lodging property, self-isolate and follow CDC guidelines.
- Guests that present a fever will be required to go back to their purchasing agent for a credit/refund.

Aboard Vehicle

- Face Masks are mandatory throughout time on vehicle and if in close proximation with other guests outside of the vehicle.
- Gloves are optional.
- The same seat on vehicle will be guests' seat throughout the transfer or tour. There is no changing of seats or moving to an unopened seat.
- Unused seats are there to follow CDC's 6' guideline of social distancing.

Contactless

- Magazines, brochures, rack cards and other collateral materials are removed from vehicle.
- Bottled water, snacks, oshiboris will not be distributed.
- No vouchers, print confirmation or other papers will be collected.
- No cash or credit card will be received by driver.

EMPLOYEE/COMPANY RESPONSIBILITY

Disinfecting High Touch Areas

- Driver, at least twice a day, will clean using EPA approved wipes or cleaning sprays with paper towels all high touch areas such as handle rails and arm rests as well as drivers' own seating area. The 10-point cleaning areas are:
 - All handrails and touch surfaces used for entering and exiting vehicle
 - Driver area including steering wheel and all driver controls in cockpit area
 - Overhead handrails, parcel racks, and parcel rack handles
 - Microphones
 - All seat headrests, armrests and seat belts, and reclining levers
 - Passenger seating area controls
 - Seat Backs
 - Restroom door handles inside and out, if applicable
 - All surface areas within restroom, if applicable

Air filtration

- Reviewing various methods of HVAC air filtration. i.e. UV-C Light Filter system for vehicles it may apply to. [Pending on final system]

Enhanced Sanitation

- Nightly, the cleaning crew thoroughly cleans the vehicle by using EPA approved disinfectant, for hard surfaces and all high touch areas. Mandatory masks and gloves are required when cleaning. Enhanced 32-point cleaning areas:
 - Entrance door handles
 - Controls (exterior)
 - All handrails/grabrails in the entrance
 - Entire interior surface of the entrance door
 - Entire interior surface of stairwell including driver compartment hatch
 - Steering wheel
 - Driver controls in the cockpit area
 - Driver seatbelt buckle/latch
 - Microphones and AV outlets
 - Upper handrails
 - Parcel racks and handles
 - Seat armrests
 - Headrests
 - Recliner levers

- Seat bottoms
- All seat fabric
- All seatbelt buckles/latches
- Overhead seat light switches and directional air vents
- Lavatory door handles inside and out, if applicable
- Lavatory seat, if applicable
- Lavatory shelf, if applicable
- Lavatory hand sanitizer container, if applicable
- Exterior luggage door handles engine bay access
- Window ledges
- Pulls on all blinds, if applicable
- Emergency roof hatch surfaces
- Emergency window exit levers
- Entire floor of the vehicle including stairs
- Interior glass windows
- First Aid Kit
- Fire Extinguishers
- HVAC Filters – exterior
- HVAC Filters – interior
- All Surface misting/fogging

Hygiene

- Washing your hands with soap and water decreases the risk of transmission. Drivers are strongly encouraged to wash their hands at each restroom stop.
- When soap and water is not available, Roberts Hawaii provides hand sanitizers.
- Avoid touching face, eyes, nose or mouth.

Promote Health Screening

- Employees take temperature checks each time they report to work. Those that show a fever must stay home.

The CDC guide continues to be fluid and urge the practice of simple everyday habits to prevent the spread of COVID-19. Please review the [CDC website](#) for further information on how you can be responsible and help stop the spread of COVID-19 in the community.