



March 21, 2020

Aloha Ko Olina 'Ohana,

We hope you are well and navigating this unprecedented time with thoughtfulness and compassion.

Over the last several weeks, our KOCA and KORA partners have executed numerous measures to minimize risk and maximize prevention efforts relative to COVID-19, including, most recently, temperature checks for the Aloha Team, Ultimate Innovations and all KOCA and KORA employees. Our hotel and resort properties also implemented extra precautions by increasing the frequency and intensity of their cleaning and sanitation practices and monitoring the health of their employees.

With the intensifying efforts of the State and City to address the growing effects of the coronavirus pandemic on O'ahu, it is apparent our resort businesses will be impacted severely.

As a result, and with highest concern for the health and safety of our resort community, **we will be closing Ko Olina to the general public effective Tuesday, March 24.** The closure includes the Four Seasons Resort, Disney's Aulani property, Ko Olina Golf Club, Ko Olina Marina, resort-based activities and activity desks, wedding chapels, and all lagoon beaches, restrooms and public parking lots. Marriott's Ko Olina Beach Club will remain open for its owners, as will several independently operated restaurants and stores in Ko Olina Station and Ko Olina Center. (Please visit partner web sites for more information regarding re-opening dates.)

We will be continually monitoring the challenges of this evolving situation and supporting federal, state and local recommendations with care and prudence.

We also encourage you to stay up to date with the resources being provided by the State of Hawaii Department of Health (<https://health.hawaii.gov/docd/advisories/novel-coronavirus-2019/>) and the Centers for Disease Control (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>).

Challenging times bring out the best in families, and we are grateful you are part of our resort 'ohana. Please be safe and resolute in practicing social distancing by staying home, avoiding crowds and refraining from close physical contact with others. Now, more than ever, the spirit of aloha our islands are uniquely known for will help us emerge from this crisis stronger than before.

Lastly, I would like to share the heartfelt message of our long-standing Ko Olina Resort partner, Marriott International CEO Arne Sorenson, regarding the profound global impact of COVID-19: <https://www.facebook.com/1749560865278942/posts/2599332220301798/?vh=e&d=n>

Wishing you all good health,

Ken Williams
General Manager
Ko Olina Community Association, Ko Olina Resort Operators Association