



Hafa Adai!

Pacific Islands Club Guam has developed PIC CARES. This is a program aimed at ensuring new heightened measures are taken to provide a clean, safe, and reassuring environment for all guests and employees. As part of PIC CARES, new protocols are in place for guests, employees, and the way we conduct our hotel operations. Please take a moment to read through this letter as we need your assistance in complying with these protocols.

PIC CARES

GUEST PROTOCOLS — Required for all guests

MASK

A mask must always be worn while you are in any public area of the resort. The mask, or facial covering, must properly cover the nose and mouth. Please understand our resort staff will ask you to wear a mask should you be in a public area without one.



SNEEZING/COUGHING

Please sneeze and/or cough into your elbow and be mindful and courteous of others around you. Immediate handwashing is encouraged in any of our public area restroom sinks. Hand sanitizing is also encouraged.

SANITIZER STANDS

Prior to entering the resort, all guests are required to use the hand sanitizer provided at the entrance to the lobby. Hand sanitizer stands are also placed in the lobby and lower lobby areas for your use. You will also find sanitizer stands in public areas throughout the resort. We highly encourage you to sanitize your hands as often as possible.



GUEST ROOM CLEANING PROTOCOLS

PIC Guam only uses hospital-grade disinfectants. All chemicals used are within guidelines provided by the Centers for Disease Control (CDC).

ROOM CLEANING

Our Room Attendants will only clean rooms when they are not occupied by guests. This helps us reduce person-to-person contact. Should a room be occupied during routine room cleaning hours, room attendants will return at an alternate time.

ADDITIONAL PILLOWS & BLANKETS

These will be provided upon request. All requests can be made by dialing Guest Services extension 0.

TOWELS, LINEN, & PILLOWCASES

All used towels left on the floor will be picked up during room cleaning and replaced with new ones. All used towels are cleaned daily.



ROOM FURNITURE & APPLIANCES

All room furniture and appliances will be sanitized during routine room cleaning. The following areas have been identified as key areas that require extra attention when cleaning and disinfecting:

All room furniture, phones, and remote controls, thermostats, cabinetry pulls and hardware, doors and doorknobs, bathroom vanities and accessories, bathroom fixtures and hardware, honor bar accessories, honor bar fixtures and hardware, windows, mirrors and frames, lights and lighting controls, closets, hangers, balcony furniture, and handrails.

DRINKING CUPS

All guestrooms are provided with disposable biodegradable drinking cups.

DUVET

Duvet covers are stripped and cleaned upon each guest check out which allows for clean duvet covers when a new guest checks in.

BED MATTRESS & DRAPES

All bed mattresses and drapes are thoroughly cleaned upon each guest check out.

Thank you for your attention. Pacific Islands Club Guam remains committed to serving you during these unprecedented times. Your safety and well-being are our priority. We are humbled to have this pleasure to serve you. Please enjoy your stay, remain safe, and remember PIC CARES.

Warm Regards,

Ben Ferguson
General Manager

WATERPARK PROTOCOLS

The Pacific Islands Club Guam Waterpark has implemented protocols provided by Guam’s Department of Public Health and Social Services (DPHSS) and the Centers for Disease Control (CDC). All disinfectants used are hospital-grade. Chemicals are within guidelines provided by the CDC.

MASK

Masks should be worn when not in pools. The mask, or facial covering, must properly cover the nose and mouth.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

All resort staff will be in appropriate PPE when working. Lifeguards, while in lifeguard chairs, may not be wearing a mask as it may hamper their ability to ensure guest safety.

CLEANING AND SANITIZING PROTOCOLS

Counters, lounge chairs, life jackets, lockers, and all recreational equipment will be sanitized periodically by resort staff. Lifeguard stands will be sanitized upon shift change. Resort staff will routinely clean and sanitize the Fitness Center, Game Room, and other high-touch areas. Equipment and machines will be routinely disinfected.

FOOTWEAR

All guests and employees are required to use footwear when inside restrooms and locker rooms.

ROOM KEYS & POOL TOWEL CARDS

All room keys and pool towel cards turned in at any of the centers will be sanitized prior to being returned to guests.

POOL TOWELS

Pool towels will be available at the Information Center. Pool towels will be retrieved and returned without person-to-person contact.

RECREATIONAL EQUIPMENT

All recreational equipment will be sanitized in front of guests prior to hand off.

BOUTIKI

Boutiki is located in the Lower Lobby and offers snacks, beverages, apparel, toys, and more.

Hours 12:00pm – 6:00pm (Monday – Thursday)
9:00am – 9:00pm (Friday – Sunday)

WATERPARK INFORMATION

WATERPARK HOURS

Hours: 10:00am – 8:00pm (Friday – Sunday)

ENTRANCE & EXIT

For the safety of all guests, the main Waterpark Entrance is the only access point. Wristbands must be worn for entry to the Waterpark.

FEATURES TEMPORARILY UNAVAILABLE

The following features are temporarily unavailable:

1. Swim-Thru Aquarium
2. Trampoline
3. Kids Club
4. Little Kids Club
5. Siheky’s Playhouse
6. Beach Center

Beach access is available but **NO LIFEGUARD ON DUTY. No equipment or activities will be provided.*

FITNESS CENTER HOURS

Hours: 6:00am - 9:30pm (Daily)

FOOD & BEVERAGE INFORMATION

SIHEKY'S SNACK SHACK

Hours: 10:00am – 6:00pm (Friday – Sunday)

RAMEN HOUSE HOKKAIDO

Hours: Breakfast 7:30am – 10:59am (Daily)
Lunch & Dinner 11:00am – 8:00pm (Daily)

SUNSET BBQ

Hours: Friday – Saturday
Dinner Seating: 6:00pm, 6:30pm, and 7:00pm

*Reservations are required

CAFÉ ESPRESSO

Hours: 7:00am – 12:00pm (Saturday – Sunday)