

CORONAVIRUS (COVID-19) Q&A

MĀLAMA KEKAHI I KEKAHI - *To take care of one another*

Maui Ocean Center believes in taking care of one another. We can do this by promoting Healthy Habits

Is it safe to visit Maui Ocean Center during the coronavirus outbreak?

How can I protect myself during my visit?

Yes, Hawai'i has its first confirmed case of COVID-19 (Coronavirus) but is still considered low-risk. Maui has not had a confirmed case of Coronavirus.

Maui Ocean Center proudly maintains clean, safe, and sanitary facilities for your enjoyment and health. We are committed to the safety of our guests and team members; therefore, we are taking additional, proactive steps to elevate sanitation throughout the park.

- Maui Ocean Center is following the approved recommendations provided by the Center of Disease Control (CDC) and State of Hawaii Department of Health (DOH) to mitigate the risk of infection.
- Signage park-wide and in restrooms promote healthy habits. Wash your hands often with soap and water for at least 20 seconds (singing happy birthday song twice), especially after going to the bathroom, before and after eating, and after blowing your nose, coughing, or sneezing. Our restrooms offer anti-bacterial soap.
- Utilize our complimentary 70% alcohol-based hand sanitizer stations throughout the park, which meet and exceed the CDC's recommended 60% minimum.
- Avoid touching your face, eyes, nose, and mouth.
- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Digital Park Guide Maps are available online at mauiocenter.com or by scanning QR codes located throughout the park.
- If you are feeling unwell, please rest at home and reschedule your visit with us when you are no longer exhibiting symptoms. Online bookings can be cancelled up to 24 hours in advance of visit date. You can call contact Maui Ocean Center via phone (808) 270-7000 or email info@mauiocenter.com to speak with one of our team members to reschedule or issue a refund.

Are hand sanitizers available in the park?

Yes, we have alcohol-based hand sanitizers throughout the Aquarium located in high-traffic buildings, park entrance, and bathrooms. Bathrooms also have anti-bacterial soap for your convenience.

Do you disinfect the park and facilities?

Yes, we have staff dedicated to sanitizing and cleaning all exhibits, displays, and other touch-points in the park. We are taking additional steps, such as increased cleaning shifts and availability of hand sanitizers, to protect the health of our guests and team members.

Are your soaps and hand sanitizers effective against the coronavirus?

When used properly, our anti-bacterial soap and alcohol-based hand sanitizers can mitigate the risk of infection. Our sanitization methods meet the recommendations provided by the CDC.

The first method is hand washing using the anti-bacterial soap in our restrooms.

- Create a thick lather and wash your hands under running water (20 seconds, singing the happy birthday song twice.)
- Clean all surfaces of your hand and lower forearms, including thumbs, back of hand, wrists, and in-between fingers.
- Use our hand-free paper towel dispensers and quickly discard used tissues when done.

Secondly, our hand sanitizer stations are 70% alcohol-based, which meets and exceeds the CDC's required minimum of 60% to be effective in sanitizing and reducing risk of infection.

Are facemasks available for guests?

Per the CDC, face or surgical masks are recommended for health care professionals or those officially diagnosed with the Coronavirus. Therefore, we do not carry facemasks. We offer complimentary alcohol-based sanitization stations and anti-bacterial soap in our restrooms, both of which meet the CDC recommendation in reducing your risk of infection.

Do you sanitize your 3D Sphere glasses?

Yes, our 3D glasses are cleaned and sterilized before and after every Sphere showing in our dedicated washroom. We also sanitize our seating.

I am not feeling well and need to cancel or reschedule my visit.

If you are feeling unwell, please rest at home and reschedule your visit when you are no longer exhibiting symptoms. Online bookings can be cancelled and refunded up to 24 hours in advance of visit date. You can call contact Maui Ocean Center via phone (808) 270-7000 or email info@mauiocenter.com to speak with one of our team members to reschedule or issue a refund.

What food sanitation measures are you taking at Seascape Restaurant and Reef Café?

Our Seascape Restaurant and Reef Café both operate under the "PASS" green placard issued by the State of Hawai'i Department of Health's Food Safety Program, the highest certification it offers. We have taken additional steps that include providing gloves for our front and back of house staff and increased sanitization efforts of high touch-point areas and surfaces throughout the restaurant and Reef Café.

What sanitation measures are you taking at Maui Ocean Treasures gift shop?

Maui Ocean Treasures frequently sanitizes all touch-points and surfaces throughout the gift shop. We have suspended self-served food samples, bath and body product samples, and other sample products.

Will the Maui Ocean Center be closing?

Maui Ocean Center is open and closely monitoring the coronavirus daily while following the guidelines and recommendations provided by the State DOH and CDC. To date, there are no confirmed cases on Maui and remains a low-risk.

Please visit mauiocenter.com for updates and announcements. If Maui Ocean Center temporarily closes, essential staff will continue to care and safeguard the marine animals at the Aquarium.

Why should I use a Digital Park Map versus a printed map?

Opting for the digital park map is not only a sustainable choice for the environment, it's also a healthy habit. In light of the Coronavirus, we strive to reduce the amount of materials handed out between people-to-people to mitigate the risk of spreading germs. The digital park map is convenient and free to use. Simply visit mauiocenter.com/park-map/ or from the homepage, click the "Explore" tab from the navigation menu and select "Park Map".

What proactive measures do you have in place for the care of the marine animals?

Maui Ocean Center has a robust, 24/7 life support system to safeguard the marine life under our care. In the event of a closure, essential staff and operations will continue. This life support system runs continuously and is designed to operate seamlessly during normal park hours and during times of natural disasters. Failsafe measures, like back-up generators, are in place. Animal health, the life support system, and the wellbeing of our staff is top priority.

Where can I learn more about Coronavirus or receive updates on its impact to Hawai'i?

There are government agencies at the state, national, and international level that provide the most accurate, up-to-date information. We recommend:

- International: World Health Organization
www.who.int or www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports
- National: Centers for Disease Control and Prevention (CDC) Resources
www.cdc.gov or www.cdc.gov/coronavirus/2019-ncov/index.html
- State: State of Hawai'i Department of Health
www.health.hawaii.gov or www.health.hawaii.gov/docd/advisories/novel-coronavirus-2019/

SEA what we're up to!

