

NEWS



THE RITZ-CARLTON
KAPALUA

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THE RITZ-CARLTON, KAPALUA SET TO WELCOME GUESTS BACK BEGINNING NOVEMBER 16, 2020

The Iconic Maui Resort Re-opens with New Enhancements, Experiential Programming and Acres of Pristine Outdoor Space to Discover Paradise

KAPALUA, MAUI, HI – October 27, 2020 – The Ritz-Carlton, Kapalua – a secluded luxury resort situated on Maui’s pristine northwest shore – is proud to announce its grand re-opening on November 16, 2020. Immersing guests in an authentic Hawaiian experience, the resort welcomes visitors back with fresh property enhancements, implementation of Marriott International’s industry-leading Commitment to Clean program and 22,000 acres of space allowing guests wide open spaces to roam while exploring miles of coastal and mountain hiking trails, award winning beaches and exclusive Kapalua experiences.



Click the image above for The Ritz-Carlton, Kapalua “Welcome Back Video”

“With genuine care and comfort in mind, we are thrilled to re-open The Ritz-Carlton, Kapalua next month,” says General Manager Andrew Rogers. “Our exclusive location within the 22,000 acre Kapalua Resort allows our guests to be naturally distanced and enjoy Kapalua’s serene beauty throughout 34 square miles of lush, natural land. Upon their return, we look forward to welcoming our guests with the warm Aloha spirit that they have come to know and love, while ensuring they have a memorable stay.”

Property Enhancements

While the Hawaiian islands rested, the stewards of The Ritz-Carlton, Kapalua were busy making even more enhancements to the resort so that when the time was right, guests would be welcomed back with the aloha spirit for which the resort is known. With energy efficiencies and luxurious aesthetics in mind, the pools and Jacuzzis have been purposefully enhanced with high efficiency water systems in an effort to further malama (care for) the land while a sleek zero edge design creates a striking visual of the water having no physical boundary yet still being kept in place. Additionally form meets function in the three-tier central pool with new in-pool seating and sun shelf offer a refreshing respite while enjoying the warm Kapalua sunshine. Impressive lava rock formations adjoin the 10,000 square foot pool’s cascading waterfalls evoking the natural feel of the sacred Makaluapuna Point that fronts the resort. Inside the recently refreshed guest rooms and suites, the comforts of home abound with all new plush, Ritz-Carlton signature mattresses and inviting sleeper sofas while 65” SMART televisions and super-sized WiFi for multiple streaming devices ensure the entire family will be delightfully entertained.

With distance learning becoming the norm for today’s traveling families, the resort also unveiled the Ka Lumi A’o Learning Lab with individual work stations and socially spaced homework areas. Students can study on their own or with the support of a personal Aloha Vacation Tutor who will have them covered in every subject from counting numbers to nuclear physics.

Mobile key and keyless entry door locks installed on all guest rooms and suites is another much-anticipated enhancement allowing guests the opportunity to bypass the front desk upon check in and use a mobile room key sent to their phone via Marriott Bonvoy mobile app. Also available via the app is mobile dining from the resorts featured restaurants and a responsive chat feature to ensure every need is met in a timely and efficient manner.

Commitment to Clean

Marriott’s industry-leading Commitment to Clean program has been implemented at The Ritz-Carlton, Kapalua as the resort continues to take hygiene and cleanliness standards very seriously. Highlights of the program include:

- Enhanced Public Space and Guest Room Cleaning
- Social Distancing Practices
- Use of Masks for all associates and guests
- Addition of Electrostatic Spraying to our cleaning protocols

For full details about the Commitment to Clean program, hotel amenities, dining options, recreational adventures with safe social spacing, and more, travelers are encouraged to visit the resort's [What to Expect Welcome page](#) for the most current information.

More Opportunities for Space & Privacy

Tucked away in a private 54-acre enclave on Maui's coveted Westside, The Ritz-Carlton, Kapalua is an exclusive retreat with acres of natural landscape to explore Hawaii's natural beauty away from the more crowded parts of the island. Nestled within 22,000 acres of wide-open space, the resort is surrounded by a necklace of six award winning golden sand beaches, miles of coastal and mountain hiking trails and protected nature and marine preserves offering endless opportunity for exploration. Here guests will discover the ultimate luxury of space – and the ability to distance themselves both mentally and physically.

Ideal for those looking for a bit more privacy, The Ritz-Carlton, Kapalua is also home to 140 spacious suites including 107 Residential Suites in both one- or two-bedroom configurations. Ranging from 900 square feet to 2,550 square feet, each Residence offers a well-appointed kitchen boasting top-of-the line Wolf appliances, spacious living areas and thoughtfully tailored amenities. The newly released [OOO \(Out of Ordinary\) Accommodations Package](#) is conveniently curated so guests can seamlessly work and home(work) from the comfort of these Residences. Work or study at the kitchen island just like home or migrate to your private, spacious lanai or a luxurious poolside cabana overlooking the Pacific Ocean for a change of scenery. As part of this featured package, guests can draw inspiration from Kapalua's lush, natural landscape and rich cultural heritage, reinvigorate with creative snack breaks or take a B.E. (beach education) class with a Cousteau-trained naturalist. For those travelers who prefer to spend additional time on Maui, the resort offers the option of a [Stay Long, Play Longer Resort Vacations](#) package with special rates for extended stays.

Pre-Travel COVID-19 Testing Resources

With the launch of Hawaii's pre-travel testing program on October 15, 2020, the resort encourages guests to review Hawaii State government travel guidance and the mandatory Safe Travels application, as this information is updated frequently.

For more information or reservations at The Ritz-Carlton, Kapalua, please call (800) 262-8440, the hotel directly at (808) 669-6200 or visit The Ritz-Carlton Web site at www.ritzcarlton.com/kapalua.

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About The Ritz-Carlton Hotel Company, LLC

The Ritz-Carlton Hotel Company, L.L.C., of Chevy Chase, MD., part of Marriott International, Inc., currently operates more than 100 hotels and over 45 residential properties in 30 countries and territories. The Ritz-Carlton is proud to participate in the industry's award-winning loyalty

program, Marriott Rewards® which includes The Ritz-Carlton Rewards®. Members can now link accounts with Starwood Preferred Guest® at members.marriott.com for instant elite status matching and unlimited points transfer. For more information or reservations, visit the company web site at www.ritzcarlton.com, for the latest company updates, visit news.ritzcarlton.com and to join the live conversation, use #RCMemories and follow along on [Facebook](#), [Twitter](#), and [Instagram](#). The Ritz-Carlton Hotel Company, L.L.C. is a wholly-owned subsidiary of Marriott International, Inc. (NASDAQ:MAR).

About The Ritz-Carlton, Kapalua

The AAA Five-Diamond Ritz-Carlton, Kapalua showcases a stunning, destination resort offering 466 newly reimagined guestrooms, including 107 residential suites, with all new décor capturing Kapalua's rich heritage and natural aloha. The Ritz-Carlton Spa®, Kapalua beckons with treatment rooms framed by private garden showers, volcanic stone grottos, steam, sauna and whirlpool therapies, outdoor couple's hale (cabanas) and a fitness center and movement studio with spectacular ocean views. Jean-Michel Cousteau's Ambassadors of the Environment program offers all interest levels an array of outdoor activities from land to sea, led by trained naturalists. The iconic island resort also features six dining experiences including the AAA Four-Diamond signature Banyan Tree restaurant, enhanced indoor/outdoor meeting space, an inviting children's pool and custom luxury cabanas. The Ritz-Carlton, Kapalua is nestled on 54 acres and enveloped by the 22,000-acre Kapalua Resort, renowned for two championship golf courses, award-winning restaurants and the site of an historic pineapple plantation.