

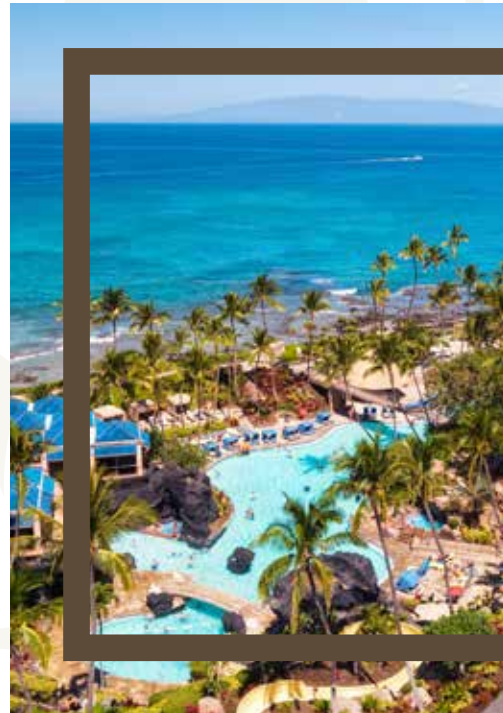
Hilton Waikoloa Village

Guest Directory

Aloha Welcome

Enjoy your stay with this guide to everything at Hilton Waikoloa Village

- | | |
|-----------------------------------|----------------------------------|
| 1 Essentials | 5 Things To Do |
| 2 Room & Hotel | 6 Shopping & Services |
| 3 Dining | 7 Internet, TV, Phone |
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1 Essentials



Text Us

+1 808 369 9870

If we can help with anything, anytime, just text us with your name and room number.



Check-In
4:00pm

Check-Out
11:00am
Ocean Tower 10:00am

Express Check-Out

Text +1 808 369 9870 with your room number and room departure time. Drop your keys in the Express Check-Out box located at the Main Lobby.

Hilton Honors

Join Hilton Honors to receive exclusive, member-only offers and benefits. To sign up today, tap or visit: qr.codes.pro/honors

Who To Call

- | | |
|------------------------|-------------------------|
| • Emergency 911 | • Internet Support 1458 |
| • Business Center 2625 | • Island Activities 54 |
| • Concierge 2741 | • Kohala Spa 1228 |
| • Dolphin Quest 1216 | • Lost and Found 2502 |
| • Front Desk 2733 | • Luggage Service 52 |
| • Housekeeping 57 | |

Renew your inner light with the healing elements of our island at Kohala Spa



Experience peace and calm with our Seaside Euphoria massage



Reservations & Information
Phone **+1 808 886 2828**
Online [kohalaspa.com](https://www.kohalaspa.com)



KAMUELA PROVISION COMPANY

Spectacular oceanfront dining along the Kohala Coast, featuring locally-sourced steaks, seafood and vegetarian options in an unrivaled setting.



Reserve Your Table

www.HiltonWaikoloaVillage.com/KPC



2 Room & Hotel

Advisories for Guests

For current conditions and advisories related to critical weather or events that might affect guest safety or hotel operations, visit hiltonwaikoloavillage.com/advisories.

ATM

ATM machines are located near the Front Desk in the Main Lobby and at the Kona Pool locker center near Orchid Marketplace.

Birds, Nene Geese, Sea Turtles

There is an abundance of wildlife at Waikoloa. To help care for birds, sea turtles and other animals you encounter, please avoid feeding or touching them. This includes the endangered and federally protected Hawaiian nene goose. Several nene families have made their home around the resort. If you see them, please keep your distance so they can remain undisturbed.



Drones

Operation of unmanned aerial systems (drones) is prohibited at the hotel and within Waikoloa Beach Resort. To report drone activity, please contact Security. Dial 2444. Limited commercial filming may be allowed when planned and approved by resort management well in advance, and after meeting requirements for guest safety and privacy, FAA licensing and insurance.



Fitness Center

24 Hour access with room key
Weight and cardiovascular workout rooms with an array of fitness equipment. Access with your room key. A selection of fitness classes are available. Located at Kohala Spa in Makai.

Housekeeping

We want your stay to be as undisturbed as possible. Housekeeping service is available upon request, at least 24 hours in advance. To schedule service, please contact the Front Desk. Text +1 808 369 9870.

Ice Machines

Located on each guest floor near the microwave ovens.

Lagoon & Pools

Lagoon Beach Desk 8:00am to 10:00pm
9:00am to 5:00pm

Featuring tropical fish, sea turtles and four acres of calm water. Stand up paddle boards, water trikes, pedal boats and kayaks are available to rent at the Lagoon Beach desk.

Kona Pool Desk 8:00am to 10:00pm
9:00am to 5:00pm
Water Slide 9:00am to 5:00pm

The largest resort pool with water slide, hot tubs and rope bridge. Located near Makai.

NOTE The minimum height to ride the water slides is 42 inches. Verify your height at the Kona Pool Desk. Coolers and outside food and beverage are prohibited on the Pool Decks and Lagoon Beach.

Kohala Pool 8:00am to 10:00pm
Several small pools interconnected by junior water slides and a river canal. Located near Ocean Tower on the way to Buddha Point.

Ocean Tower Adult Pool 8:00am to 8:00pm

A secluded pool for a refreshing dip in the water or to enjoy your favorite book. Located inside Ocean Tower. Ages 18 and over.

Laundry

Credit card-operated laundry facilities are located on the 1st floor of Ocean Tower and the 4th Floor of Makai.

Luggage Service

To have your luggage delivered to the front drive, please dial 52 at least two hours prior to your room departure.

Map

To view a map of the resort, visit qrcodes.pro/map or scan this code with your mobile device.



Microwave Ovens

A microwave oven is available on each floor. In MAKAI, it is located at the stairwell across the hallway from rooms 1314, 2314, 3314, 4314, 5314 and 6314. In Palace Tower, it is located across the hallway from the elevators to the south.

Museum Walkway

Over 1,800 pieces of artwork from around the Pacific and the world line a mile-long walkway connecting our towers to the Main Lobby.

Parking

Self Parking \$48 per day, or \$8 per hour
Valet Parking \$55 per day

Pool Towels

Pool and beach towels are available from dispensers using your guest room key. Locations include Kona Pool, Lagoon Grill, Makai and Palace Tower.

Printing

Need to print a boarding pass or other travel documents? A computer is available in the main lobby across from the Front Desk.

Resort Charge

A daily resort charge is assessed per room, per night and includes:

- 20% discount on beach toys at the lagoon
- Internet WiFi Access
- Local, toll-free and credit card calls (no access fee)
- DVD player with unlimited movies
- Hawaiian cultural activities
- Fitness and yoga classes at Kohala Spa
- \$10 off Hawaii Nautical sailings on the Spirit of Aloha catamaran
- Complimentary photo keepsake by Storibox, available daily 10am-3pm at the Portrait Studio next to the Business Center in the museum walkway

Room Safe

Personal safes are offered in every room. In MAKAI rooms, safes are in the bottom drawer under the television. In other rooms and suites, safes are in the closet. To operate, load your items and close the door, then enter a code and press lock. To unlock, enter your code again.

Safety

Safety information is available on page 8 of the Guest Directory.

Shopping Shuttle

12:00pm to 9:00pm
Offering continuous service to Queens' Marketplace and Kings' Shops. Rides each way are \$5 per person. Pay with cash or credit card. Located at the Lower Lobby.

Smoking

Smoking or vaping is not permitted at guest rooms, balconies, walkways or public areas. View the resort map for designated smoking areas. Room cleaning fees may apply if smoke is detected.

Tennis

9:30am to 5:00pm
Tennis or pickle ball in our stadium court. \$20 per hour using your own equipment or \$25 per hour with rental equipment. Dial 2828 to make a reservation. Located at Kohala Spa in Makai.

Trams & Boats

Hours vary seasonally

Trams 6:00am to 1:00am
Boats 2:00pm to 10:00pm

Explore our oceanfront resort by air-conditioned trams or electric canal boats. Ride from Makai to Ocean Tower, with stops at the Main Lobby, Convention Center and Palace Tower.

Wake Up Service

To place a wake-up call, dial 62 or press the dedicated button on your guest phone and follow the prompts. Wait for confirmation.

Water

Refill your reusable water containers from the faucet in your room or at various purified water filling stations around the resort:

- MAKAI on each floor near the ice machine
- Palace Tower on each floor near the ice machine
- Main Lobby and Lower Lobby near the restrooms
- Kohala Spa near the Fitness Center
- Tennis near the restrooms

3 Dining

Breakfast Buffet at Water's Edge

🕒 7:00am to 10:30am

📍 Convention Center Tram Stop
Fantastic buffet with breakfast classics and island favorites.



Waikoloa Coffee Co.

🕒 6:00am to 3:00pm 📍 MAKAI

🕒 6:00am to 12:00pm 📍 Ocean Tower
Freshly brewed coffee, pastries and tropical smoothies.



Orchid Marketplace

WEEKDAY

🕒 Lunch 10:00am to 4:00pm

WEEKEND

🕒 Breakfast 8:00am to 11:00am

🕒 Lunch 11:00am to 5:00pm
Hot food service ends at 4pm

📍 Kona Pool

Grab & Go and pizza made to order.



Shaka Cones

WEEKDAY

🕒 10:00am to 4:00pm

WEEKEND

🕒 8:00am to 5:00pm

📍 Orchid Marketplace

Dave's Hawaiian ice cream and sorbet.



Lagoon Grill & Bar

WEEKDAY

🕒 11:00am to 5:00pm

WEEKEND

🕒 11:00am to 7:00pm

📍 Saltwater Lagoon

Hawaiian Bowls and other popular items such as burgers, sandwiches and salads. Order takeout in person.



Kona Pool Bar

🕒 10:00am to 5:00pm

📍 Kona Pool

Walk-up bar with refreshing poolside cocktails, beer, smoothies and more.



Kohala Pool Bar

🕒 11:00am to 4:00pm

📍 Kohala Pool

Walk-up bar with refreshing poolside cocktails, beer, smoothies and light fare.



Lagoon Chill

🕒 8:00am to 3:00pm

📍 Next to Lagoon Grill

Dole Whip and sweet treats. Book sailing trips with Hawaii Nautical.



TO YOUR ROOM

Nui Italian Room Delivery

🕒 5:00pm to 9:45pm

Pizza, pasta, and salads made to order, then delivered to your room in MAKAI, Palace Tower and Ocean Tower. Scan this code to view the menu and to learn how to place an order.



Kamuela Provision Company

🕒 5:30pm to 9:00pm

📍 Overlooking Ocean Near Makai
An exquisite, island-inspired menu with breathtaking ocean views.

Select our Wine Pairing Journey pre fixe menu for a full culinary experience. Dining reservations are recommended.

☎ Dial 54 for reservations



The Bar at KPC

🕒 5:30pm to 9:00pm

📍 Kamuela Provision Company

Enjoy the evening with handcrafted cocktails and shareable plates.



Nui Italian & Lounge

🕒 5:00pm to 9:00pm

🕒 Takeout 5:00pm to 10:00pm

📍 Near Palace Tower

Authentic pizzas, delicious pastas, salads and gourmet entrees. Reservations recommended. Takeout orders at the window.



Kona Tap Room

Live evening entertainment

🕒 4:30pm to 11:00pm

📍 Main Lobby

Drinks and appetizers. Featuring Kona Brewing Company on tap.



Legends of Hawai'i Lū'au

🕒 5:00pm - Sunday, Tuesday, Friday

📍 Kamehameha Court

The rich history of Hawaii is told through story, song and dance. Voted a top luau on the Island of Hawaii. Reservations required at legendsluau.com.



4 Classes & Activities

Classes and activities are first come, first served. Children and anyone age 16 and under must be accompanied by a parent or guardian. Admission to classes is offered only to overnight guests of Hilton Waikoloa Village, as a benefit of the nightly resort charge.

Cultural Classes

📍 Located at the Hawaiian Cultural Center in Makai

Daily

- 🕒 8:00am Fish Feeding
- 🕒 9:00am Ka Hana Lei Pua - Flower Lei Making

Monday, Thursday, Friday, Saturday, Sunday

- 🕒 10:00am Apo Lima Kukui - Kukui Bracelet Making
- 🕒 12:30pm Stamping
- 🕒 1:30pm Ukulele
- 🕒 2:30pm Hula Ho'ikaika Kino - Hula Steps Instruction

Tuesday, Wednesday

- 🕒 10:00am Hula Ho'ikaika Kino - Hula Steps Instruction
- 🕒 12:30pm Mea Kanu - Color Shading
- 🕒 1:30pm Ti Leaf Demonstration
- 🕒 2:30pm Fishing Net Demonstration and Instruction



Dolphin Sunrise Splash at the Saltwater Lagoon

Dolphin Sunrise Splash

Come witness the joy of the dolphin ohana frolicking at sunrise in our expansive, open-to-the-ocean saltwater lagoon. Learn about these spectacular animals while watching them up close and personal. Engage with a Marine Mammal Specialist. Bring your camera! Sessions typically last for about 10 minutes.

Tuesday, Thursday and Saturday

- 🕒 8:00am 📍 Saltwater Lagoon near the Grand Staircase facing the waterfall

Guest Activities

Daily

- 🕒 9am to 5pm Game Zone
- 📍 Kona Pool Checkerboard

Sunday

- 🕒 8:30am Sunday Service
- 📍 Wedding Chapel

Sunday, Wednesday, Friday

- 🕒 2pm to 6pm Roaming Ukuleles
- 📍 Various Locations



Paddle Board Yoga at the Saltwater Lagoon

Fitness Classes

📍 Meet 10 minutes before start at Kohala Spa in Makai, unless otherwise noted

Sunday

- 🕒 8:00am Paddle Board Yoga
Meet at the Lagoon Beach Desk
- 🕒 9:30am Flow Yoga

Monday

- 🕒 8:00am Paddle Board Yoga
Meet at the Lagoon Beach Desk
- 🕒 10:00am Spin Class

Wednesday

- 🕒 10:00am Spin Class

Thursday

- 🕒 8:00am Tai Chi
- 🕒 9:00am Sound Therapy

Friday

- 🕒 10:00am Spin Class

Saturday

- 🕒 8:00am Paddle Board Yoga
Meet at the Lagoon Beach Desk
- 🕒 9:00am Sound Therapy

5 Things To Do

Island Tours & Activities

🕒 7:00am to 8:00pm

📍 Main Lobby

☎ Dial +1 808 886 1234 ext. 51

🌐 hwwtoursandactivities.com



Plan your next day of fun in the Hawaiian sun with a complete selection of exciting island tours and activities by air, land or sea. Additional locations are open 8:00am to 3:30pm at MAKAI and Palace Tower.

Dolphin Quest

📍 Near Lagoon Grill

✉ reservations@dolphinquest.com

☎ Dial +1 808 987 3434

🌐 dolphinquest.com



Owned and operated by marine mammal veterinarians, Dolphin Quest Hawaii provides hands-on experiential learning programs with dolphins that support vital marine mammal conservation, education and scientific study. Guest programs include in-water adult and children's encounters, and programs to be a marine mammal specialist for a day.

Hawaii Nautical

📍 Next to Lagoon Grill

☎ Dial +1 808 234 7245

🌐 hawaiinautical.com



Whale watching, snorkel and sunset cruises on catamarans departing from the Hilton mooring at nearby Anaeho'omalu Bay. Also offering Lagoon Chill at the same location, with ice cream, sweets, snacks and sundries.

Waikoloa Golf

📍 Kings Course Club House

☎ Dial +1 808 886 7888

🌐 waikoloabeachgolf.com



Play a unique "choose your own course" 18-hole adventure where you choose 2 sets of 9-hole courses from 3 different options, including a signature hole near Buddha Point overlooking the blue Pacific Ocean.

Cabanas & Lagoon Rentals

🕒 9:00am to 5:00pm

📍 Lagoon Beach

☎ Dial +1 808 886 1234 ext. 1220



🌐 qr.hwwhub.com/hwwresortpasshotel

Shade cabanas are available for rent, including the blue casabella, luxury day beds, and the Kohala Pool Private Pool experience.

Kohala Spa

🕒 9:00am to 5:00pm

📍 Makai

☎ Dial +1 808 886 2828

🌐 kohalaspa.com



Wellness influences from around the globe, with a focus on Hawaiian techniques and specialties. Services include seaside massage and body treatments. Kohala Salon provides hair and skin care, including haircuts, styling, facials, manicures, pedicures, bridal services and more. You will depart Kohala Spa inspired, rejuvenated and whole.

Electric Bike Rentals & Self Guided Tours

🕒 9:00am to 5:00pm

📍 Lower Lobby

🌐 bigislandpersonaltours.com



Discover the secrets of Waikoloa! Dive into a 3-hour Self-Guided GPS eBike experience, or spark romance under the sunset skies with our Sunset eBike Tour. Flexible hourly, daily, and weekly rentals are also available. Explore in style!

6 Shopping & Services

Big Island Marketplace

🕒 8:00am to 10:00pm Daily 📍 Makai
☎ Dial +1 808 886 1234 ext. 1746

Offering a selection of snacks, drinks, sundries and gifts, including island treats, clothing and souvenirs.

Business Center

🕒 8:00am to 6:00pm Monday to Friday
9:00am to 4:00pm Saturday and Sunday
📍 Main Lobby towards Makai
☎ Dial +1 808 886 1234 ext. 2625

Purchase stamps and drop off or pickup mail and packages (package handling fees apply). Copy, fax and document services are available. 24-hour Internet and computer access with room key.

Car Rental - National

🕒 7:30am to 4:00pm Daily
📍 Main Lobby towards Makai
☎ Dial +1 808 886 0205
🌐 nationalcar.com

From Jeeps to convertibles, a wide selection of vehicles is available to explore the island. Reservations are recommended, or stop by early.

Dancing Dolphins Gift Shop

🕒 8:00am to 10:00pm Daily 📍 Ocean Tower
☎ Dial +1 808 886 1234 ext. 1744

Offering a selection of snacks, drinks, sundries and gifts, including island treats, clothing and souvenirs.

Dolphin Quest Gift Shop

🕒 8:15am to 4:30pm Daily 📍 Dolphin Quest Village
✉ reservations@dolphinquest.com
☎ Dial +1 808 987 3434

Photos, keepsakes and souvenirs to remember your Dolphin Quest experience, or share your love of dolphins and marine life with friends and family.

Journey Boutique

🕒 10:00am to 4:00pm Daily 📍 Makai
☎ Dial or Text +1 808 756 0926
✉ journeyboutique@me.com

Shop a curated selection of quality, high-end resort attire, showcasing the latest trends in fashion.

Kohala Spa Essence

🕒 9:00am to 5:00pm Daily 📍 Main Lobby
☎ Dial +1 808 886 1234 ext. 1768

🌐 kohalaspa.com

Spa products including the signature Kohala Spa Coco Mango moisturizer, shampoo, conditioner and body wash used in our custom guest room bath amenities.

Kohala Salon

🕒 9:00am to 5:00pm Monday to Saturday
📍 Kohala Spa in Makai
☎ Dial +1 808 886 2848

Hair, nails and skin care, including haircuts, styling, facials, manicures, pedicures, bridal services and more.

Na Hoku Jewelers

🕒 10:00am to 5:00pm Daily 📍 Makai
☎ Dial +1 808 886 1234 ext. 1750
🌐 nahoku.com

Come discover the Kohala Coast's only "Pearl in Oyster" experience, where customers can watch as a pearl is revealed before your eyes.

Hawaii's finest jewelers since 1924. Na Hoku is your guide to the essence of Hawaiian and Island Lifestyle, captured in a collection of beautiful fine jewelry.

Storibox Photography Portrait Sessions

🕒 Sunday, Tuesday, Friday, Saturday - By Appointment Only
🌐 waikoloa-portrait.square.site

Customize a 30-minute portrait session for you, your family or friends, then receive a digital download of high resolution edited images, all included for \$500 plus tax.



Things Hawaiian

🕒 Open at 9:00am Daily. Closing time varies.
📍 Makai
☎ Dial +1 808 886 1234 ext. 1232
OR Mobile +1 808 805 7757

🌐 thingshawaiianshop.com
✉ ThingsHawaiian@gmail.com

Luau attire and accessories for the whole family.

Waikoloa Resort Shopping Shuttle

🌐 kingsshops.com
🌐 queensmarketplace.com

🕒 12:00pm to 9:00pm Daily 📍 Lower Lobby

Continuous service to Kings' Shops and Queens' Marketplace. \$5 each way per person.

7 Internet, TV, Phone

WiFi Service

High speed WiFi service is available in most public areas around the resort. View the Resort Map to find locations.

To connect in your guest room, follow these steps:

STEP 1 Connect to network "HHONORS"

STEP 2 Open your Internet browser to view the sign-up screen. If the sign-up does not appear after several seconds, type **go.attwifi.com** in the address bar, then hit ENTER.

STEP 3 Click the Connect button on the right side of the page. On mobile devices, you may need to scroll right.

For support, dial 1458.

TV Channels

Available on your guest room TV in MAKAI and Palace Tower

- | | |
|--------------------------|---------------------------|
| 2 Hilton Visitor Channel | 41 Food Network |
| 3 Events Delphi | 42 HGTV |
| 4 Tram Map | 43 A&E |
| 5 Dolphin Quest | 44 Cartoon Network |
| 6 Hilton Honors | 45 AMC |
| 7 Hotel Movie | 46 Bravo |
| 8 Big Island TV | 47 Travel Channel |
| 9 DVD Now Instructions | 48 History Channel |
| 10 Guest Updates | 49 National Geographic |
| 11 NBC | 50 MTV |
| 12 ABC | 51 E! |
| 13 CBS | 52 Lifetime |
| 14 Fox | 53 Disney |
| 15 CW | 54 Disney Jr. |
| 16 HBO | 55 Nickelodeon |
| 17 HBO2 | 56 Freeform |
| 18 HBO Family | 57 PBS |
| 19 HBO Signature | 58 Univision |
| 20 HBO Comedy | 59 Spike |
| 21 HBO Zone | 60 SyFy |
| 22 HBO Latino | 61 FXX |
| 23 Fox News | 62 TCM |
| 24 MSNBC | 63 Hallmark |
| 25 CNN | 64 TLC |
| 26 CNBC | 65 Lifetime Movies |
| 27 HLN | 66 Animal Planet |
| 28 Bloomberg | 67 TVLand |
| 29 Weather | 68 CMT |
| 31 ESPN2 | 69 VH1 Classic |
| 32 ESPNews | 70 BET |
| 33 ESPNU | 71 JPNLCL (Japan Visitor) |
| 34 FS1 | 72 Japan |
| 35 TBS | 73 CCTV (China) |
| 36 TNT | 74 Charm |
| 37 USA | 75 Phoenix |
| 38 Comedy Central | 76 Phoenix |
| 39 Discovery | 77 CTIZong |
| 40 FX | 78 Jiangsu |

Room Telephone

Dialing

Room to Room Call Dial 7 + Room Number No charge

911 Dial 911 No Charge

Local Call

Dial 9 + 808 + Number
\$1.50 + 0.10 per minute after 60 minutes

Neighbor Island Call Dial 8 + 1 + 808 + Number
AT&T Operator Assisted Rate less 50% of surcharge

800/888/877 Toll Free

Dial 8 + 1 + 800/888/877 + Number
No charge first 60 minutes. \$0.10 per minute after 60 minutes

Long Distance Domestic

Dial 8 + 1 + Area Code + Number
AT&T Operator Assisted Rate, less 50% of surcharge

International

Dial 8 + 011 + Country Code + City Code + Number
AT&T Operator Assisted Rate

Calling Card/Credit Card/ Collect/Third Party Calls

Dial 8 + 0 + Area Code + Number
No charge first 60 minutes. \$0.10 per minute after 60 minutes

Other Common Carriers

Dial 8 + 0 + Number
No charge first 60 minutes. \$0.10 per minute after 60 minutes

Directory Assistance

Local Dial 9 + 1 + 411 \$2.00 per call

Neighbor Island Dial 8 + 1 + 808-555-1212 \$2.00 per call

Long Distance Domestic

Dial 8 + 1 + Area Code + 555-1212 \$2.00 per call

Additional Telephone Rate Information

Applicable taxes will be added to all rates.

Long distance or international calls will be billed to your room only if the called party answers.

You may obtain free rate information any time by dialing 8 + 00 and ask the Operator for AT&T's Operator Assisted Rate. You have the right to reach other long distance carriers from your guestroom phone and you may do so by dialing the access codes provided by that carrier.

Direct complaints to:
Federal Communications Commission
FCC Enforcement Division
CCB Room 6202
Washington, DC 20554

8 Safety

Emergency

☎ Dial 911

Doctor

Need to see a doctor during your stay? Dial 0 or text +1 808 369 9870 with your name, room number and request.

Fire Safety

Take a few moments to familiarize yourself with the closest emergency exit. A detailed emergency exit map is located on the inside of your room door. In the event of a fire, do not use the elevators.

Privacy

Need some peace and quiet? If you do not want to be disturbed during your stay, please hang the Do Not Disturb sign on your guest room doorknob. This will ensure that Housekeeping and other Guest Service departments will not disturb you until the sign is removed. Be aware that Housekeeping will not service a room that has a Do Not Disturb sign displayed. For your added safety and security, always use the deadbolt when in your room.

We understand and respect your need for privacy. The hotel reserves the right to visually inspect all guest rooms every 24 hours to ensure the well-being of our Guests and confirm the condition of the room.

Safe Deposit Boxes

Safe deposit boxes are available at the Front Desk at no charge. You may prefer the convenience of our complimentary in-room safe for protection of your valuables. The hotel is not responsible for valuables or cash missing from guest rooms.

Special Considerations

Americans with Disabilities Act

For any questions or complaints regarding the services, amenities, accommodations, or facilities provided to persons with disabilities, please contact the Front Desk Manager.

Food Allergies & Dietary Requirements

For those with special dietary requirements or allergies who may wish to know about the ingredients used, please contact a Restaurant Manager.

Sunburn

With our location near the equator and a bright island sun, we strongly advise the use of sunscreen to prevent sunburn. We recommend the use of reef-safe sunscreen to protect our fragile marine ecosystem. Reef-safe sunscreen is available for purchase at the lagoon beach desk, Kona Pool desk, and Kohala Essence in the main lobby.

Weather & Related Emergencies

Use extreme caution when dealing with weather related emergencies. These include flooding, fires, hurricanes, tsunamis, earthquakes and volcanic eruptions. Follow the directions of our hotel management and security or law enforcement. In the event of a weather related emergency, sirens will sound and mobile phones will receive emergency alerts. If asked to move to a safe location, please proceed quickly and calmly, sign-in and wait for further details.

Visit hiltonwaikoloavillage.com/advisories

Zero Tolerance & Trespass Behavior

We are committed to maintaining a safe and secure work place that is free from discrimination, harassment and any acts of threats of violence. In keeping with this, Hilton has adopted a policy that provides “zero tolerance” for actual or threatened violence against guests, employees, vendors, tenants or visitor by any individual on the hotel property.

Additionally, individuals who willfully damage resort property, create unsafe conditions, or exhibit threatening behavior or acts of violence, will be subject to a Trespass Warning in the second degree for a period of no less than one year or as designated by hotel management. Secondary violation of this warning is punishable by imprisonment for up to thirty days per the Criminal Trespass Act under Hawaii Revised Statutes Section 708-814.