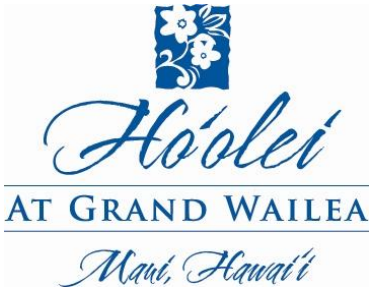
Ho'olei at Grand Wailea
Rental Terms & Conditions



HIGHLIGHTED POLICIES:

Minimum Stay: 3 nights; 3 nights during Peak; 7 nights during Holiday
Check In Time: after 4:00 PM
Check Out Time: before 11:00 AM
Reservation Deposit: 2 night deposit; 2 night deposit during peak periods; 100% due for Holiday stays
Taxes: 13.416% (currently)
Bedding preferences are on request only and are not guaranteed

LATE CHECK OUT POLICY:

Late check outs are based on availability. Should the home be available, we can offer a later check out at the rates noted below, when arranged at least 24 hours or more prior to your regularly scheduled departure (late check outs scheduled less than 24 hours prior to departure, if available, are subject to an additional $100 charge, see below):

When arranged 24 hours or more prior:		**When arranged day of departure:**	
11:00am – 3:00pm	$300.00 plus tax	11:00am – 3:00pm	$400.00 plus tax
3:00pm – 6:00pm	$600.00 plus tax	3:00pm – 6:00pm	$700.00 plus tax
6:00pm –10:00pm	$900.00 plus tax or nightly rate if less	6:00pm – 10:00pm	$900.00 plus tax or nightly rate if less
After 10:00pm	Nightly rate plus tax	After 10:00pm	Nightly rate plus tax

Late Check Out Time: _____

Late Check Out Rate: _____

Signature_____

RESERVATION AND DEPOSITS:

Regular Season: 2 night deposit (room and tax) will be required to confirm your reservation. Reservations will not be accepted for less than 3 nights.
Peak Season: 2 night deposit (room and tax) will be required to confirm your reservation. Reservations will not be accepted for less than 3 nights.
Holiday Season: 100% of the reservation will be required to confirm your reservation. Reservations will not be accepted for less than 7 nights.
Rates do not include applicable taxes (currently 13.416%) placed on the guest's account.
Payment Options: VISA, MasterCard, American Express, Discover, Diners Club, Cashiers/Personal Check, Wire.

You agree to provide a major credit card upon arrival. Any unpaid balance for the cost of the rental will be charged at check-in. Also at check-in, $1000.00 will be held on your credit card as a security deposit, as well as $100.00 per day for charging privileges. After an assessment and inventory of the unit, the security deposit hold will be released. You understand that this deposit is to ensure payment for any damage/losses that may occur to the unit during your stay and may not cover replacement fees. Your guest account for incidentals, additional housekeeping services, and the cost to repair any damage will be charged to this credit card upon departure. At check out, guests wanting to settle their account with cash, personal or travelers checks, can do so at the Grand Wailea Resort.

Guests must provide airline arrival and departure information prior to arrival day. This information enables the highest level of service and anticipation of your arrival, as well as arrangements for late arrivals (after 10:00 PM, guests will check in at the Grand Wailea Resort).

HOLIDAY/PEAK PERIODS:

The following dates fall into our ***Peak*** periods:
January 4 – August 21 *November 18 – 27*

The following dates fall into our ***Holiday*** period:
December 18 – January 2

CANCELLATION POLICY:

You may cancel your reservation before the following cut-off dates. Canceling after these timeframes will result in cancellation charges equal to your deposit.
Regular Season: 30 days prior to arrival
Peak Season: 60 days prior to arrival
Holiday Season: September 15

CHANGE POLICY:

You may change a reservation under certain circumstances. Any request to change the date of arrival or date of departure is subject to availability.

Change in Length of Stay – Regular Season: You may increase the duration of stay at any point assuming your town home is available. It is not permissible to decrease the duration of stay or change the dates of stay unless more than 30 days notice is given. If you wish to decrease the duration of stay or change the dates of stay within 30 days of the scheduled date of arrival, the initial reservation must be cancelled and the cancellation policies described above will apply.
Peak Period Changes: You may make changes to your peak season stay before 60 days prior to arrival; otherwise any changes are subject to the cancellation policies outlined above. *Subject to space availability.*
Holiday Period Changes: You may make changes to your holiday season stay before September 15th; otherwise any changes are subject to the cancellation policies outlined above. *Subject to space availability*

CHECK-IN and CHECK-OUT:

Check-in time is after 4:00PM on the day of arrival.
Early arrivals are welcome to use Ho'olei's recreation facilities as well as full access to Grand Wailea Resort.
Check-out time is before 11:00AM on the day of departure.
Late Check-outs may be available past 11:00AM by checking with Ho'olei at Grand Wailea Guest Relations, additional charges may apply.

REGISTRATION:

Registration takes place within the guest reception area, within the recreation complex. Upon arrival at Ho'olei, please use the call box to gain access. Proceed directly to Ka Wahi 'Olu (the reception area) for your personalized reception and registration. You will be escorted and introduced to your vacation residence by a Ho'olei at Grand Wailea Guest Relations Team Member. Typical reception area hours are 7:00AM to 10:00PM. If you plan an arrival later than 10:00PM, arrangements will be made for your arrival with the property's security team.

SMOKING:

For the comfort and enjoyment of all guests and in accordance with State of Hawaii law, Ho'olei at Grand Wailea is a NON SMOKING property. This includes all town homes and public areas. We respectfully request that you smoke outside and away from the town homes and public use buildings. Violation of this will result in a deep cleaning charge equal to one night's rent.

CLEANING SERVICES:

Ho'olei at Grand Wailea will provide a midweek service as part of your experience (on stays of 5 nights or more). Your home will be expertly cleaned and inspected prior to your arrival and again after your departure. Excessive cleaning and/or damage/loss will be charged to your credit card. Our vacation residences are designated as non-smoking and we do not allow pets. Violation of this will result in a deep cleaning charge equal to one night's rent.

SECURITY OF HOME, FURNISHINGS AND EQUIPMENT:

When you rent the home, you assume full responsibility for it and its contents, as well as your personal property. Always lock the doors and windows when you leave. Lock your automobiles and put away any rental equipment. Any use of rented equipment by the guests is strictly at your own risk, liability and could cause you to incur additional expenses. You agree to keep the furnishings and equipment in good condition and repair and will be responsible for any damage to them other than normal wear and tear. If any items are broken or missing upon checkout, you will be charged for the replacement(s). Upon Departure, all gate/garage openers must be returned to the Ho'olei at Grand Wailea Guest Relations Team. There will be $95 charge to your credit card for lost or unreturned openers.

IN CASE OF EMERGENCY:

Dial 911, which will connect you to a local 911 operator. Ho'olei at Grand Wailea would also appreciate notification of any emergency situations so that we can provide assistance as needed. Please call 808-856-2000 to notify a Ho'olei at Grand Wailea Team Member.

OCCUPANCY:

This reservation is restricted to the number of guests as described and registered as Ho'olei at Grand Wailea guests. Our town homes are perfectly arranged for 6 individuals; however, the maximum occupancy is 8, provided two of the guests are under the age of 13. Any use of the home other than strictly family vacation purposes is restricted. All guests agree to abide by the rules, standards and policies set forth by the Ho`olei Association of Home Owners.

MAINTENANCE AND REPAIRS:

We make ever effort to ensure that all equipment is in working order. In the event of a breakdown, we will strive to effect repairs as soon as possible after being notified of a problem. We cannot guarantee that spas, air conditioners, televisions, appliances, high speed internet access, etc. will not break down during your stay and therefore, no refunds or adjustments will be made for mechanical failure. Furthermore, there will be no refunds or adjustments made for any other unexpected situation beyond our control such as bugs, rodents, weather and other similar acts of God or Nature. Guest will not commit any waste upon the premises, or any nuisance or act, which may disturb the quiet enjoyment of any owners/guests in the community.

ACCOMMODATIONS:

The information, while deemed reliable, is not guaranteed. Homes offered for rental are individually & privately owned and reflect the unique tastes of each owner. Ho'olei at Grand Wailea makes every effort to ensure first-class accommodations and provide accurate descriptions. Changes in inventory or items and/or decor occur from time to time and such changes will not void or alter the terms of the rental agreement.

INDEMNIFICATION:

Owner and Ho'olei at Grand Wailea will not be liable for any damage or injury to Guest or any other person(s), or to any property occurring on the premises, unless such damage is the legal result of the negligence or willful misconduct of Owner, his/her Agents or Employees. Minors are to be supervised by an adult at all times while in or near the pool and spa/jacuzzi. Guests will use designated stairs and pathways and will hold Owner and/or his/her Agent harmless from any claims for damages, no matter how caused, except for injury or damages caused by negligence or willful misconduct of Owner, his/her Agents or Employees. It is understood that Owner's or Ho'olei at Grand Wailea's insurance does not cover Guests' personal property or improvements.

SUMMARY:
Check-in time is after 4:00 PM, changing/locker room facilities are available for earlier arrivals.
Check-out time is before 11:00 AM, changing/locker room facilities are available for late departures.
All homes are non-smoking and do not allow pets. Violation will result in a detoxification charge of one night's rent.
Rates, services and amenities are subject to change without notice.
Your credit card will be charged for any damage, loss, excessive cleaning and any unpaid rent resulting from your stay. Each town home is thoroughly inspected before and after each stay.