

House Rules

Aloha and welcome. We hope that you have a memorable stay. With this in mind, we have established the following house rules and guidelines and ask for your cooperation in adhering to the following:

For all emergencies, dial "0", or "911" on your mobile phone to access the emergency dispatch service. If you observe anything suspicious occurring on property, please contact the Front Desk immediately.

Balcony/Lanai Access and Use

Guests must supervise their children at all times when accessing the balcony/lanai. The balcony/lanai could be an attraction to children and may result in serious harm if they are not supervised.

Guests and their children shall not drape or hang, sit, climb, crawl between or lean on balcony railings. All railings shall be kept clear of hanging items such as banners, clothing and towels.

Do not drop, throw or cause to fall any item from a balcony/lanai.

Smoking or cooking on the balcony/lanai is not permitted.

Be sure to secure the balcony/lanai sliding doors at all times.

Registering Guests

All guests in each room must be registered with the resort. If you, as the registered guest, invite others to the room, your guests must also be registered.

If you are expecting visitors, please have them contact you using the house phone from the lobby upon their arrival.

Access to all guest floors is limited to registered guests. All others will be considered trespassers and will be asked to leave the resort. The resort reserves the right to deny access to any person who it deems dangerous, abusive, threatening, or violates any of the House Rules.

Swimming Pool/Whirlpool Access and Use

The pool/whirlpool spa does not have a lifeguard on duty and is not fenced. It could be an attraction to children which could result in serious harm.

Quiet Enjoyment

Guests shall keep all noise (both inside and outside the unit) within a tolerable level so that it does not disturb others. Please honor our quiet hours of 10:00 pm to 8:00 am daily

Resort Room Safety and Security

Protect your identity and privacy. Avoid sharing your room number with anyone other than the resort staff. The resort manager will not call your room asking for personal or financial information.

If you receive such a request, hang up and notify the front desk manager. Keep your room key separate from any information that would identify your room number in the event it is lost.

Guests should keep the front door locked at all times and should refrain from leaving doors held open by the swinging security lock, dead bolt, suitcase or any other item that does not allow the door to close automatically.

If someone knocks on your door, use the peephole to identify the person before opening the door. If you are unable to verify the identity of the person, call the front desk and a security officer will be sent to assist you.

Guests will allow access to the unit or any portion therein to resort personnel or its representatives for the purpose of handling emergencies or security issues, and or to evaluate, repair or conduct routine maintenance of the unit, its structure and its common area.

The resort reserves the right to conduct a "Well-Fare check" within 24 hours of a Do Not Disturb sign being posted.

Guests will allow the resort to conduct routine housekeeping and maintenance services daily to ensure the guestrooms are maintained in the highest standards possible. All guests with medical conditions requiring the use of syringes, medical devices, and/or medicinal care should notify resort management immediately following check-in.

It is the responsibility of the guests to notify resort management immediately following check-in of any physical limitations or difficulties which may reduce their ability to fully participate in an emergency evacuation.

Guests shall not use or permit to bring onto the resort premises anything that the resort considers hazardous to life, limb or property such as illegal controlled substances, weapons, gasoline, kerosene, naphthalene, or other combustibles of said nature, pesticides, gun powder, fireworks or other explosives.

Guests shall not burn or ignite anything, including incense, candles, fireworks, pyrotechnics or any other combustible device in a guest room or on resort premises.

Guests shall not barbeque or have any open fire in any guest room or anywhere else on the resort premises other than at designated cooking areas.

Guests shall not tamper with the resort's safety equipment (including the security cameras, smoke detectors, fire sprinkler systems, fire extinguishers, and fire alarms). Guests must follow all safety rules and emergency procedures of the resort.

All electrical equipment and resort furnishings provided in the unit must remain inside the unit. Only the resort's lanai chairs and tables are allowed on the balcony/lanai.

Guests will allow access to the unit or any portion therein to resort personnel or its representatives for the purpose of handling emergencies or security issues, and/or to evaluate, repair or conduct routine maintenance of the unit, its structure and its common area.

Electrical equipment, hotplates, cooking apparatus, furniture or other items that were not provided by the resort shall not be used in the room or on property unless pre-approved in writing by resort management.

Miscellaneous

The resort is a smoke free facility and smoking is allowed only in designated smoking areas. There shall be no smoking in the lobby, shops, restaurants, restrooms, elevators, corridors, stairways or guest rooms, including balconies/ lanais. Any violation of this policy will result in a cleaning charge of \$250 - \$1,000 per smoking infraction and may also result in the guest being trespassed and

evicted from the resort.

Guests shall not consume alcohol in areas other than where it is allowed by the resort. No alcohol consumptions is permitted in the corridors, stairways, parking areas, pool areas or other public areas. Police will be notified when minors (under the age of 21) are found to be consuming alcohol on any part of the resort premises and such minors will be trespassed and evicted from the resort.

Guests are responsible for any room damage caused during their stay and will be charged for the cost to repair or replace the damages.

Our resort is pet-friendly. Please contact the Front Desk for more information.

Skateboards, bikes, roller skates, roller blades and scooters are not be used on resort property. Surfboards are not allowed in the lobby or any guest room and must be stored in our storage facility at the Bell Desk. Bicycles may be parked only in designed areas.

All guest are subject to Section 486k of the Hawaii Revised Statues, a copy of which is posted in the guestroom or is available at the front desk.

Please make sure you have collected all your personal belongings before checking out of the resort. Items left behind in the room or safe, or items found in the public areas, will be stored in our Lost & Found department for 45 days, the items will be either disposed of or turned over to the police or finder. Requests to ship personal belongings to a guest will be at the sole expense of the guest.

Do not take any valuables to the beach or leave any valuables out in the open. Utilize the safe in your room. The resort is not responsible for any valuables left in your room. Be sure to lock your car whenever you park, and do not leave any valuables in the car.

Fitness Center Access and Use

For your safety and the safety of others, children are generally not allowed in the fitness center. Guests must supervise their children at all times as fitness equipment could cause serious harm if they are not supervised properly.

Aloha

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All guests who fail to comply with these House rules or any other resort rules or warnings by resort personnel or its representatives may be trespassed and evicted from the resort and the resort's sole discretion.

Please understand that these "House Rules" are intended to ensure that everyone at our resort has a safe and enjoyable stay. We thank you for your understanding and cooperation