

RENTAL POLICY

RESERVATIONS can be made by e-mail, by fax or by calling our reservations desk during regular office hours. Prices are quoted for 7-day rentals and 2-4 night minimums during some periods. A 50% advance rental amount and signed rental agreement must be received within 3 days of the booking to confirm a reservation otherwise your vacation rental agreement may be cancelled without notice. A vacation rental agreement will be sent after inquiry is made. This document will detail cost, due dates and policies. The down payment includes half of the rent, half the sales taxes and half the refundable damage deposit fee. The entire balance of your vacation rental agreement amount is due in our office 60 days prior to your check-in date. Personal checks are acceptable for advance rental payment and balances due, provided the check is received 60 days prior to the arrival date. Otherwise, the payment must be made by certified or cashier's check, money order, MasterCard / Visa or Discover Card. A \$35 service charge on all NSF checks will be added to your balance. All advance rent amounts and any security deposit will be held in Aloha Vacation Properties Trust Account at First Hawaiian Bank, Wailea, Maui, HI.

SECURITY DEPOSIT. The Security Deposit is refundable within 45 days after the check-out inspection of your rental. The Security Deposit is NOT applied to rent. Your reservation will not be checked-in until payment has been made. NO REFUND on prepaid rent or fees will be issued to customers refusing to pay the Security Deposit when due. Renters may pay the Security Deposit by check, MasterCard or Visa. Aloha Vacation Properties shall deduct from the Security Deposit to reimburse for charges that result from but not limited to:

1. Damage repair
2. Broken or missing item replacement
3. Extraordinary cleaning
4. Late check-out
5. Keys and garage door openers not returned

Aloha Vacation Properties has a thorough inspection policy to ensure our rentals are in good condition and that renters will not be inadvertently billed for missing or broken items. Please assist us by reporting any missing or broken items to our office within 24 hours of check-in. If damage, breakage, or spills occur during your stay, please notify us immediately.

CANCELLATIONS. In the event of a cancellation, notice must be in writing to: Aloha Vacation Properties PO Box 532389 Kihei, HI 96753. If a confirmation is cancelled sixty-one (61) days prior to the arrival date, we will refund one hundred (100) percent of the total rental fee, less the booking fee of \$250 cancellation fee. If cancelled between thirty-one (31) days and sixty (60) days prior to arrival date, we will refund fifty percent (50) of total rental fee, less the booking fee and the cancellation fee. If a confirmation is cancelled thirty (30) day or less prior to the arrival date, and if the property is re-rented for the original vacation rental amount, we will refund one hundred (100) percent of the total rental amount, less the booking and cancellation fee. If re-rented for less than the original rate, renter will receive the balance of the rental amount, less the booking and cancellation fee. If the property is not re-rented, or if there is payment outstanding, no refund will be paid.

CHECK-IN time is between 4 PM and 5 PM on the arrival date. Early check-ins will be available on a limited basis. If you are unable to check-in during this time period, please call us for late arrival and check in instructions. We can only arrange late check-in if your balance has been paid in full and your lease has been signed and returned to us.

CHECK-OUT time is 10 AM. Please observe this rule, as our housekeeping staff needs time to prepare for our next guests. Upon leaving, please secure all windows and doors, wash dishes, and clean out the refrigerator. Trash should be placed in the location designated in your rental Guest Information Book- Check Out Procedures. Leave all towels in the home and leave the beds unmade. Unless otherwise designated, keys should be placed proper location and designed lock box. If your rental requires extra cleaning because you left it in poor condition, you may be charged an additional cleaning fee. Two (2) KEYS will be issued at check-in. A \$50.00 charge per key will be charged for keys not returned.

FURNISHINGS AND EQUIPMENT. The properties that we represent are private residences and are decorated by the individual owners. Décor reflects the taste of the owner and vary widely. Each property is unique. Renters should ask as many questions about the specifics of a property and view photos to select a property suitable to your preferences and budget. Homes are furnished for normal housekeeping with dishes, cookware, flatware, glasses, and basic appliances. Where grills are provided, please grill on the concrete or in designated areas. We provide bed linens and towels for all of our rentals. Please be sure to pack any specialty items that you may require during your stay. In some locations sports and ocean equipment, jet skis and boats may be rented locally.

HOT TUBS AND POOLS. Pools and hot tubs are cleaned between guests. Since neither the homeowner nor Aloha Vacation Properties employees are on the premises during the use of these amenities, the rental party agrees to be solely responsible for the use and operation thereof. Renter will be charged for mid week spa or pool cleaning resulting from overcrowding or misuse.

PETS. No pets are allowed.

DESCRIPTIONS AND RATINGS. Each property is rated according to condition and amenities to help with your rental selection. Every effort has been made to ensure that property ratings, descriptions and distances to area attractions, golf, beach and water accesses are representative; however, we are not responsible for changes to furnishings or equipment, or errors in descriptions. **WE WILL BE UNABLE TO MOVE YOU TO ANOTHER RENTAL DUE TO DIFFERENCES IN DESCRIPTION OR RATING.**

OCCUPANCY. Aloha Vacation Properties will not allow overcrowding of the house beyond the existing sleeping arrangements specified for the property. Occupants represent themselves to be an adult 21 years of age or older. In addition, all occupants of single family units must be either (1) the tenants named on the lease (if unrelated parties) (2) 21 years of age or older (3) direct descendants of the occupants (such as children, grandchildren or great-grandchildren), (4) direct ancestors of the occupants (such as parents or grandparents) (5) siblings of the occupants, and/or (6) a maximum of one (7) additional person for each occupant, direct descendant, direct ancestor or sibling of the occupants. If occupants do not comply with this paragraph, Renter(s) and occupants will be refused entry onto the premises and Renter(s) or occupants will not be entitled to a refund of any rent payments made.

CONDITION OF PROPERTY. All equipment in the units should be in working order. Please report any inoperative equipment to our office. Every reasonable effort will be made to promptly repair the inoperative equipment. No refunds will be made for inoperative air conditioners, appliances or for mechanical failure, or delays in utilities.

LOCKED CLOSETS contain owner's personal property. Please respect these locked closets, cabinets or rooms. They are NOT INCLUDED as part of your rental.

ITEMS LEFT BEHIND. Aloha Vacation Properties is not responsible for items left in homes. Please double-check your rental for personal items prior to departure. There is a handling fee plus cost of shipping.

FOR ASSISTANCE AFTER HOURS CALL OUR EMERGENCY SERVICE HOT LINE: 808-264-6518