

RENTAL RULES AND REGULATIONS - SUITES

Makana Mai Ka Lani

Ninole, Hawaii, 96773

808 937 4599

makanamaikalani@hibroad.com

1. **CHECK-IN TIME** is after 4P.M. HST and **CHECK-OUT** is 12 Noon HST
2. This is a NON-smoking property.
3. Pets are NOT permitted. We have six Boxers on premises.
4. We will not rent to vacationing students or singles under 25 years of age unless accompanied by an adult guardian or parent.
5. **DAMAGE/RESERVATION DEPOSIT**- A damage/reservation deposit of \$200 is required. This must be received within seven (7) days of booking the reservation. The deposit automatically converts to a security/damage deposit upon arrival. The deposit is **NOT** applied toward rent; however it is fully refundable within (14) days of departure, provided the following provisions are met;
 - A. No damage is done to the property or its contents, beyond normal wear and tear.
 - B. No charges are incurred due to contraband, pets or collections of rents or services rendered during the stay.
 - C. All debris, rubbish and discards are placed in trash container, and soiled dishes are washed and returned to cabinet.
 - D. All keys/remotes are left on kitchen counter.
 - E. All charges accrued during the stay are paid prior to departure.
 - F. No linens are lost or damaged.
 - G. The renter is not evicted by the owner (or representative of the owner), or the local law enforcement.

PAYMENT – An advance payment equal to 50% of rental rate is required 60 days before arrival. The advance payment will be applied toward the property rental. Please make payments in the form of a personal check payable to Makana Mai Ka Lani LLC or a credit card payment made thru www.paypal.com. The **BALANCE OF RENT** is due thirty (30) days before your arrival.

CANCELLATIONS – A sixty (60) day notice is required for cancellation. Cancellations that are made more than sixty (60) days prior to the arrival date will incur no penalty. Cancellations or changes that result in a shortened stay, that are made within 60 days of the arrival date, forfeit the full advance payment and damage/reservation deposit. Cancellation or early departure does not warrant any refund of rent or deposit.

POOL - The pool is available to suite guests only and has 2 important rules that have SAFETY in common.

1. Rule 1: Any person under 18 years of age must be actively supervised by their parent - NO EXCEPTION.
2. Rule 2: Glass objects not allowed within 10 feet of pool. Broken glass can cause severe personal injury and damage to pool itself.

Signature _____ Date _____

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MAXIMUM OCCUPANCY – The maximum number of guests is limited to **TWO** (2) persons.

MINIMUM STAY - This property requires a **THREE** (3) night minimum stay. If a rental is taken for less than three days, the guest will be charged the three-night rate.

INCLUSIVE FEES – Rates include a one- time linen-towel setup. Amenity fees are included in the rental rate.

NO DAILY MAID SERVICE - Beach towels and chairs are available by request. We do not permit bath towels or linens to be taken from the property.

RIGHT TO ENTER – We will give you at least two (2) days notice before entering; and enter only during reasonable hours, except in case of emergency or when it is not practical to do so. We will not abuse this right or use it to harass you. You shall not unreasonably withhold your consent.

RATE CHANGES – Rates subject to change without notice.

FALSIFIED RESERVATIONS –Any reservation obtained under false pretense will be subject to forfeiture of advance payment, deposit and/or rental money, and the party will not be permitted to check-in.

WRITTEN EXCEPTIONS – Any exceptions to the above mentioned policies must be approved in writing in advance.

HURRICANE OR STORM POLICY – No refunds will be given unless:

1. The National Weather Service orders mandatory evacuation in a “Tropical Storm/Hurricane Warning area” and/or

2. A “mandatory evacuation order has been given for the Tropical Storm/Hurricane Warning” area of residence of the vacationing guest.

The day that the National Weather Service orders a mandatory evacuation order in a “Tropical Storm/Hurricane Warning,” area, we will refund:

- a. Any unused portion of rent from a guest currently registered,
- b. Any unused portion of rent from a guest that is scheduled to arrive, and wants to shorten their stay, to come in after the Hurricane Warning is lifted; and
- c. Any advance rents collected or deposited for a reservation that is scheduled to arrive during the “Hurricane Warning” period.

SUITABILITY - Renter will execute a Suitability Checklist within first 24 hours of arrival and notify owner/manager immediately of any discrepancy or shortcoming. Failure to execute checklist and/or notify owner/manager of any problems will constitute acceptance of property condition and suitability.

Signature _____ Date _____