

HKOK208 — Rental Policies and HKOK House Rules

Hale Kai O'Kihei apartment 208

Thank you for choosing Hawaii, Maui, and Hale Kai O'Kihei. We're delighted to have you stay with us!

This document is our *Rental Agreement*. Now, rest assured, we have much more information to give you as you complete your booking, and as your trip gets closer. You might wonder why you don't see your name or the dates of your stay mentioned: That's because that information is identified through your inquiry, and confirmed by our invoice and your payment. This Rental Agreement includes our cancellation policy, and the House Rules for our apartment and for Hale Kai O'Kihei. In choosing to confirm your stay with us, and in making payment, you are agreeing that you have read and will abide by the terms of the Rental Agreement and our policies.

Our apartment is a licensed vacation rental. In renting the apartment, you are renting from the owner, not an agent or third-party representative. We have a Hawaii Tax Identification Number (111-920-3328-01) for the collection and remittance of State of Hawaii Transient Accommodation Tax (TAT) and General Excise Tax (GET). We make all remittances required by law. We have an Internal Revenue Service Tax Identification Number and comply with all provisions and reserve all protections of the U.S — Canada Income Tax Convention, and the North American Free Trade Agreement.

Adam

Booking Policy: If you are booking *60 days or more before your arrival date*, payment of 50% of total rental cost is due at the time of booking. Payment of the balance of the rental cost, plus the *refundable* \$300 security deposit, is due 60 days prior to your arrival date. If you are booking *less than 60 days before your arrival date*, full payment for rental, plus the *refundable* \$300 security deposit are due at the time of booking.

Cancellation Policy: If a booking is cancelled at least 60 days before the start of the stay, a 100% refund will be made. If a booking is cancelled less than 60 days before the start of the stay, but at least 30 days before the start of the stay, a 50% refund will be made. Cancellations must be received by 12:00 PM on the appropriate day. If a booking is cancelled *30 days or less* prior to the arrival date, the rental payment is 100% non-refundable, although the \$300 security deposit, and the cleaning fee are refunded. There is no refund for shortened stays after you have arrived, and there is no fee charged for arrival- or departure-date changes if there is time available and changes are made well in advance; if there is not time available, the cancellation policy will apply. *Please consider purchasing travel cancellation insurance if you think your plans may change or be interrupted.*

Taxes: All rates are subject to Hawaii State taxes, currently 14.42%.

Payment: All rates are stated in US dollars and all payments are due in US dollars.

Security Deposit Refund: The full or partial repayment of your security deposit will be credited back onto the credit card you used to make your final payment.

Bank and Credit Card Fees: Policies and practices of banks and financial institutions have changed significantly in recent years and vary widely. Any fees or charges levied by your bank, credit union, financial institution, credit-card company or by the credit-card processor in securing, finalizing or concluding the rental of vacation property are your responsibility.

Duration of stay: Minimum stay is seven (7) nights, unless otherwise agreed upon.

Check-in/Check-out: Flights to and from Maui can make an earlier check-in or later check-out convenient. We'll try to accommodate you, and at no charge, of course, but unless arrangement for an early check-in or late check-out is made at time of final payment, check-in time is 4:00 pm, and check-out is 11:00 am.

Pets: There are no pets permitted.

Smoking: This is a non-smoking condominium, including the lanai.

Occupancy: Maximum occupancy in apartment 208 is two (2) people, unless agreement reached with owner prior to your stay.

HKOK House Rules: You agree to abide by the HKOK House Rules sourced from the HKOK Owners' Association.

Guest Use of Equipment and Supplies: Everyone has their own comfort level and experience using the equipment and supplies in the apartment; in choosing to use such items for your enjoyment, you agree that you are using them solely at your own risk.

Owner Access to the Apartment: We perform regular inspections to ensure that all appliances, fixtures and amenities are in good repair when guests arrive. If something needs repair or replacement during a guest's stay, we reserve the right to access the apartment during regular business hours (8:00 a.m. to 5:00 p.m., Monday to Friday). Guests have no obligation to be on-site during this time but are welcome to be there. In coordinating this work, if we have the ability to choose a time, we'll choose the time that is the most convenient for our guest. All persons accessing the apartment to do work would be bonded and supervised by our representative, i.e., our Local Contact, or the HKOK Resident Manager as required. For emergency repairs, where health or safety of guests and neighbours or the integrity of the building are at risk, and time is of the essence, repairs may be effected at any time those qualified to undertake them are available, whether summoned by the owner or the building management.

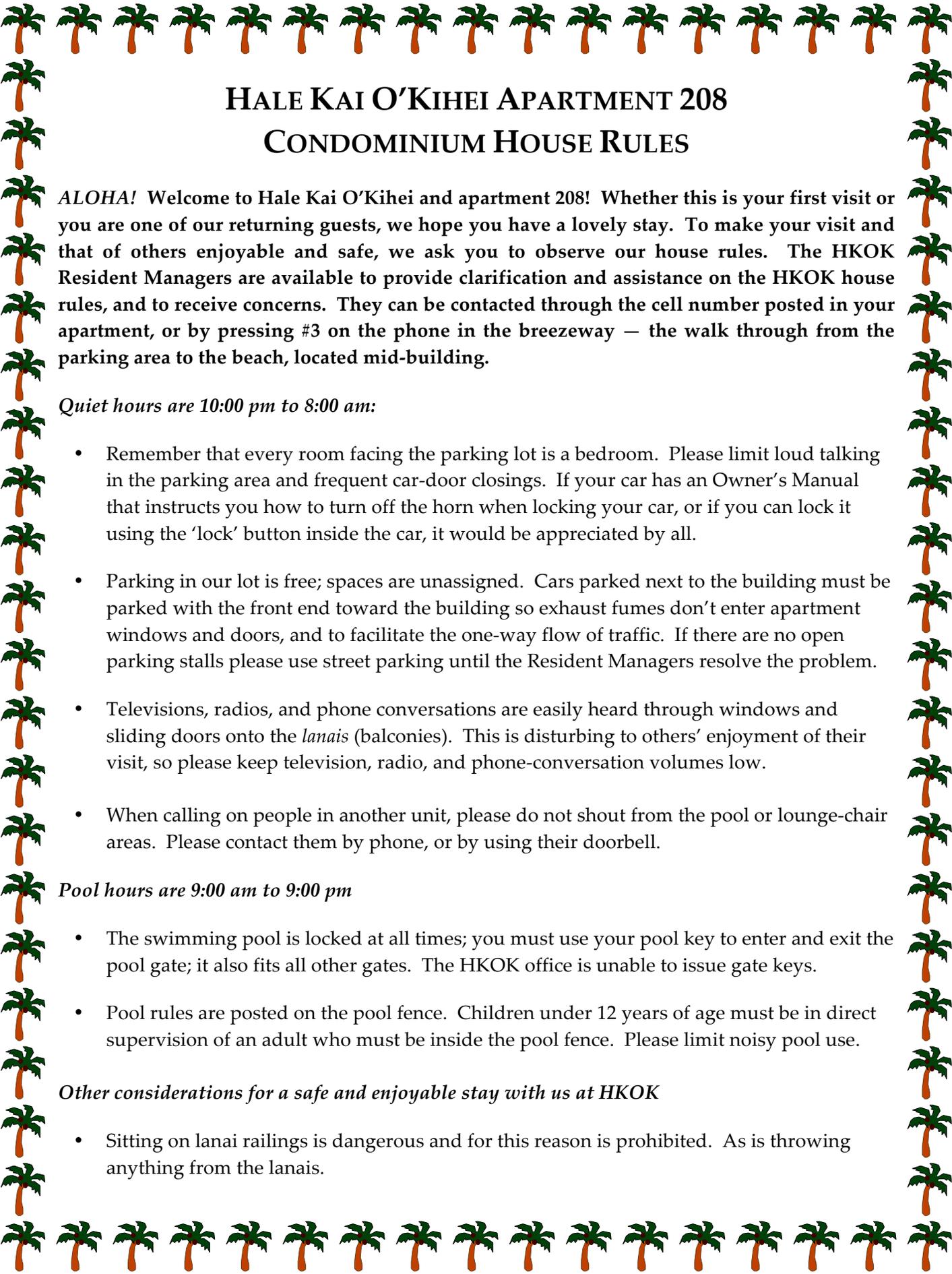
Contacts:

I'm your first and primary contact for any questions or concerns about the apartment or the property, so please contact me first:

Adam Leamy, Owner
 773 Island Road,
 Victoria, BC V8S 2T8 Canada
 Cell/Text: (250) 812-5954/Desk: 250-592-4778
 Email: aleamy@northwestpublicaffairs.com

Your local contact for unit 208 issues, i.e., cleanliness, plumbing, electrical, or other maintenance matters, and the *Local Contact*, per Hawaii law, is:

Ed Galvez, TIPS Maui
 Cell/Text: (808) 870-8466
 Email: tipsmaui@hawaii.rr.com



HALE KAI O'KIHEI APARTMENT 208 CONDOMINIUM HOUSE RULES

ALOHA! Welcome to Hale Kai O'Kihei and apartment 208! Whether this is your first visit or you are one of our returning guests, we hope you have a lovely stay. To make your visit and that of others enjoyable and safe, we ask you to observe our house rules. The HKOK Resident Managers are available to provide clarification and assistance on the HKOK house rules, and to receive concerns. They can be contacted through the cell number posted in your apartment, or by pressing #3 on the phone in the breezeway – the walk through from the parking area to the beach, located mid-building.

Quiet hours are 10:00 pm to 8:00 am:

- Remember that every room facing the parking lot is a bedroom. Please limit loud talking in the parking area and frequent car-door closings. If your car has an Owner's Manual that instructs you how to turn off the horn when locking your car, or if you can lock it using the 'lock' button inside the car, it would be appreciated by all.
- Parking in our lot is free; spaces are unassigned. Cars parked next to the building must be parked with the front end toward the building so exhaust fumes don't enter apartment windows and doors, and to facilitate the one-way flow of traffic. If there are no open parking stalls please use street parking until the Resident Managers resolve the problem.
- Televisions, radios, and phone conversations are easily heard through windows and sliding doors onto the *lanais* (balconies). This is disturbing to others' enjoyment of their visit, so please keep television, radio, and phone-conversation volumes low.
- When calling on people in another unit, please do not shout from the pool or lounge-chair areas. Please contact them by phone, or by using their doorbell.

Pool hours are 9:00 am to 9:00 pm

- The swimming pool is locked at all times; you must use your pool key to enter and exit the pool gate; it also fits all other gates. The HKOK office is unable to issue gate keys.
- Pool rules are posted on the pool fence. Children under 12 years of age must be in direct supervision of an adult who must be inside the pool fence. Please limit noisy pool use.

Other considerations for a safe and enjoyable stay with us at HKOK

- Sitting on lanai railings is dangerous and for this reason is prohibited. As is throwing anything from the lanais.

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- Towels, bathing suits and articles of clothing must not be hung over lanai railings. Lanai chairs may be used, but no clothing or laundry can be hung in doorways or windows and no clothes lines suspended across lanais.
 - The barbecues are available for your use from 10:00 am to 9:00 pm; gates are accessed through use of your pool key to unlock them. If you have an event planned outside these hours, please contact the Resident Managers at the cell number posted in your apartment or on the phone in the breezeway, by pressing #3. As a courtesy to others, please use the brushes supplied to clean your grill after use. For your safety and that of others, no portable barbecues are permitted on the stone patio or lanais.
 - Lounge chairs are for use on the lawn and deck only and are not to be taken to the beach, sand areas, or inside the pool fence. Please return them to the patio edge after use.
 - The lawn area is Hawaii State Beach Reserve and is public land. The HKOK Resident Managers cannot ask anyone to leave the lawn area. Smoking is not allowed in apartment 208, or on our lanai/balcony. In accordance with Hawaii state law, all common areas of Hale Kai O'Kihei within 20 feet of the building are designated a smoke-free zone.
 - Running is a natural activity but please walk in and around the parking lot and building including walkways, stairways, and the office breezeway.
 - Hale Kai O' Kihei is a pet-free environment, save for service animals. Please do not feed birds or encourage them to visit as their droppings are an unwanted legacy. Local cats and dogs may also stop by for treats but do not feed them, as not all guests feel the same way about animals due to allergies, etc. Some of these animals will quickly become dependent on you if you feed them; it causes them great distress when they show up only to find that you've returned home.
 - Garbage disposals will clog if banana or citrus peels, pineapple or onion skins, celery, or papaya seeds are placed within them. Put these and other fibrous items in the trash.
 - Shuffleboard hours are from 9:00 am to 5:30 pm. Reckless and hard shots can cause the disc to ricochet into the lanais of the lower units, interfering with guests' enjoyment. Please keep noise to a minimum.

These house rules will make your stay in apartment 208 — and that of others enjoying their time at HKOK — safe and enjoyable. *Mahalo*, or thank you, for your cooperation! And remember, the HKOK Resident Managers are available to provide clarification and assistance on the HKOK house rules, and to receive concerns. They can be contacted through the number posted in your apartment, or by pressing #3 on the breezeway phone.

We hope you enjoy your visit and come to consider Hale Kai O'Kihei your second home, too!