



Aloha!

Please read Poipu365's Booking Terms and Conditions carefully and contact the office with any questions.

DEPOSITS: A security damage deposit is required to confirm all reservations and must be received within seven (7) days of booking. The deposit is NOT applied toward rent and is refundable within fourteen (14) days of departure, provided the following provisions are met:

- No damage or loss to the unit or its contents, or to the grounds or common areas of condo complexes.
- All debris and rubbish are placed in the appropriate receptacles for weekly, early morning trash pick-up. Trash pick-up day is noted in the unit.
- Upon departure, the key is returned to the lockbox, the extra key is left on the kitchen counter, and the door is locked.
- No excessive cleaning is required to the unit, the grounds, or common areas of the condominium complex.
- All unpaid rent or charges are paid in full prior to departure.
- Smoking and pets are not allowed. Violation will result in detoxification extra expenses.
- Interest on security deposit is retained by Poipu365.

RENT: Payment in full is due 60 days prior to arrival and *90 days prior to arrival during the holiday season from December 18th to January 3rd and for stays of 4 weeks or longer.* If a payment is not received by the due date, your reservation will be subject to cancellation. Rent must be paid in U.S. funds and are subject to state of Hawaii taxes, 4.166% general excise tax and 9.25% room tax.

CHECK-IN TIME: 3:00 PM

CHECK-OUT TIME: 10:00 AM

LATE CHECK-OUTS: A late check-out is subject to availability at a half of the daily rate plus tax, provided check-out is prior to 6:00PM; a full day rate plus tax is charged for check-out after 6:00PM. All late check-outs must be arranged at least 48 hours in advance.

Initials Date

Initials Date

CANCELLATION POLICY: Cancellations with more than 60 days notice, *90 days during the holiday season from December 18th to January 3rd* and for bookings of 4 weeks or longer, are subject to a \$100 cancellation fee. If written notice of cancellation is received less than 60 days prior to arrival, 90 days during the holiday season from December 18th to January 3rd, the room and tax will be forfeited unless we are able to re-book the unit for the entire length of stay. No refunds will be given for early departure and you are responsible for the entire time booked once within the non-cancellation period.

TRAVEL INSURANCE: Poipu365 highly recommends that all guests purchase travel insurance to protect against any unexpected circumstances. Partnering with CSA Travel Protection, Poipu365 offers a comprehensive travel insurance package that provides coverage for everything from travel delay and baggage loss to medical emergencies and illness, 24-hour emergency assistance and concierge services. For more information on travel insurance, please contact Poipu365.

MINIMUM STAY: Homes require a 7 night minimum stay and condos require a 3 night minimum stay. Bookings during the holiday season require a 14 night minimum stay for homes and a 7 night minimum for condos.

OCCUPANCY: The maximum number of guests is limited to the number described in the reservation. Notification of additional guest occupancy must be approved by Poipu365, or risk eviction and/or termination of the rental. Poipu365's homes are strictly family vacation homes. Weddings, receptions, baby luaus, graduation parties, and other functions other than family vacations are restricted without prior Poipu365 approval.

HOUSEKEEPING: Professional housekeepers clean the property prior to arrival and after departure. Outclean fees are collected and vary with the size of the unit. There is no daily housekeeping service included although service is available at an additional charge.

MAINTENANCE AND REPAIRS: Poipu365 properties are fully furnished and equipped. Prior to guest arrival, every effort is made to insure that all equipment is in proper working order. In the event of a breakdown, Poipu365 will contact repair personnel as soon as possible after being notified of a problem. There is no guarantee that spas, air conditioners, televisions, appliances, high speed wireless internet access, etc. will not break during your stay and therefore no refunds or adjustments will be made for mechanical failure. There will also be no refunds or adjustments made for any other unexpected situation beyond Poipu365's control such as insects, rodents, roosters, frogs, weather, etc.

LOST KEY OR LOCK OUT: There will be a \$100 charge for lock outs that occur after normal business hours.

SECURITY: Guests are responsible for the unit and its contents, as well as for their personal property. While Poipu is a safe vacation destination, please remember to lock all doors and windows when not in residence and Poipu365 urges that they remain locked whenever possible. Lock your automobiles and put away all rental equipment.

By signing below and returning via fax (808-742-7678) or email (vicki@poipu365.com), I agree to all terms and conditions of this agreement.

Guest Signature

Date

Property

Dates of stay