

EKAHI VACATION CONDOS

BOOKING POLICIES & SUMMARY HOUSE RULES

ekahivacationcondos.com

Addresses	Units 28A, 35B, 21B, 6C 3300 Wailea Alanui Drive, Kihei, HI, 96753 (individually, the “unit” or “property”; collectively, the “properties”)
Contact Information	Michelle Gramatke Phone: +1 (403) 608-2034 Email: ekahivacationcondos@icloud.com
Owners	Michelle & George Gramatke (“we”, “our”, “us”)
Booking Cost / Deposit / Payment Method	<p>Payments for the total rental amount (including Hawaiian tax of 14.42%) and the security deposit may be made by credit card, personal check, money order, or certified check. Bookings through Vrbo are subject to their service fee. Credit card payments through our website are subject to a 3% processing fee.</p> <p><i>For bookings over 60 days from the arrival date</i> – An initial deposit of 25% of the total rental amount is required to secure your reservation, with the balance remaining due 60 days prior to the arrival date.</p> <p><i>For bookings within 60 days of the arrival date</i> – 100% of the total rental amount is due on booking.</p> <p>We have implemented a more flexible payment policy as a result of COVID-19. Should an applicable government COVID-19 order be in place at the 60-day payment deadline, we will extend the payment deadline to 30 days from the arrival date – see rental agreement for specific definitions and details.</p> <p>A US\$500 security deposit is required for your stay. For bookings by credit card, it is due 14 days from the arrival date and will be charged automatically by putting a hold on the credit card used for payment of the total rental amount. For direct bookings by check, money order, or certified check, the security deposit is due with your final payment. The security deposit will be held and returned to you within 14 days of your departure, subject to there being no problems with the Unit (see ‘Policies and House Rules’ below). The security deposit may also be applied to any unpaid amounts in connection with your stay.</p> <p>A booking is not confirmed until the rental agreement is completed by the guest, accepted by us, and the required deposit/payment has been received. We may cancel any bookings for which rental agreements and/or deposits/payments have not been received within the required timeframe.</p>
Cancellations, Refunds, and Modifications	<p>Cancellations more than 60 days prior to the arrival date will receive a 100% refund.</p> <p>Cancellations less than 60 days prior to the arrival date are non-refundable and will result in forfeiture of all deposits paid.</p>

EKAHI VACATION CONDOS

BOOKING POLICIES & SUMMARY HOUSE RULES (CONT.)

Cancellations, Refunds, and Modifications (cont.)

We have implemented more flexible cancellation and refund policies as a result of COVID-19. There is no cancellation fee for new bookings for cancellations made prior to 60 days from the arrival date. Should an applicable government COVID-19 order be in place at the 60-day cancellation deadline, we will extend the cancellation deadline to 30 days from the arrival date. We will further offer a future travel credit for cancellations within 30 days of the arrival date if an applicable government COVID-19 order is in effect on the arrival date – see rental agreement for specific definitions and details.

Service fees paid to third parties, such as the Vrbo service fee, are administered directly by those third parties and are subject to their refunds policies and may not be refundable.

A modification to the dates of your booking will be treated as follows:

A modification that has no effect on the existing dates booked – Should you wish to make a booking change that increases the length of your stay, assuming the additional dates are available, we will try to accommodate your request as best as possible and such change will not affect your existing booking.

A modification that decreases or moves the existing dates booked – Should you wish to make a booking change that decreases your length of stay or moves the dates of your stay, you will be responsible for the nightly cost plus tax of all the dates that are being cancelled. Our intention is to be fair to our guests and we may waive some or all of the cost of any cancelled nights in certain circumstances as our intent is only to cover the costs of re-renting the unit, as well as lost revenues, if any. Nevertheless, we discourage guests from overbooking their stays and then subsequently changing or cancelling dates; this results in gaps of unbooked dates that we are often unable to fill, with consequent lost revenues. Should the above not meet your requirements, you also have the option to cancel your booking, subject to the cancellation policies above.

Travel Interruption / Cancellation

We are not responsible for any travel interruptions or cancellations related to your trip, for any reason, whatsoever, and we are not obligated to provide any refund or rental cost adjustment related to such.

For greater clarity, our responsibility is limited to providing the property for your use as outlined in the rental agreement. Your arrangements to travel to the property are your responsibility and any losses you incur, including loss of use of the property, related to travel interruptions or cancellations, regardless of cause, are also your responsibility. Such losses may be recoverable from your travel insurance provider.

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BOOKING POLICIES & SUMMARY HOUSE RULES (CONT.)

Travel Insurance	Travel insurance is highly recommended for your trip. Several providers offer cost-effective packages that include vacation rental condominiums. Cancel-for-any-reason policies may also be available to you for your trip. If you are using the travel insurance provided with many credit cards, check your limits and exclusions closely as the coverage is often insufficient to cover the cost of a vacation to Maui.
Check-In / Check-Out Times	Check-in is 5.00 pm on the date of arrival. Check-out is 10.00 am on the date of departure. Occasionally, arrangements can be made for earlier or later times depending on vacancies prior to your arrival and following your departure. We charge 50% of the nightly rate plus tax for late check-outs.
Door Codes	You will receive door code instructions on how to access the unit in advance of your arrival. The code will be specific for your stay and will only be operational for the time period between check-in and check-out. Door codes must be kept confidential and only made available to those persons within your rental party for the duration that the code is active.
Housekeeping / Cleaning	Daily housekeeping services are not included in your stay. Housekeeping is provided prior to your arrival to ensure that the property is in appropriate condition for your vacation. A cleaning fee of US\$300 plus tax for two-bedroom units (28A & 35B) and US\$250 plus tax for one-bedroom units (21B & 6C) is charged for your stay and is included in your invoice. These fees reflect extra cleaning undertaken due to COVID-19.
Lost Keys (35B only)	Unit 35B features a locking sliding door to the main lanai so you can avoid having to walk around the building when going to the beach or pools. The keys must be kept safe and returned at the end of your stay. The charge for lost keys is \$50 each.
No Events	The properties are to be used for residential vacation rental purposes only. Special events such as parties, weddings, receptions and other group events are not permitted.
No Pets	Pets are not permitted in, around, or on any part of the properties.
No Smoking	The properties are strictly <u>NO SMOKING</u> environments. There is no smoking in, around, or on any part of these premises.
Parking	Parking is provided without charge. A parking permit is required during your stay, which may be obtained from the Wailea Ekahi Village Administration Office (Unit 18B) during office hours.

EKAHI VACATION CONDOS

BOOKING POLICIES & SUMMARY HOUSE RULES (CONT.)

Property Care

Our properties are equipped with premium furniture, equipment, linens and finishings. **It is imperative that the unit you rent and everything in it be treated with respect and left clean and undamaged.** This is not a hotel, it is our personal vacation home and we require the unit to remain in the same condition on your departure as it was on your arrival; our cleaning staff should only need to change linens & towels and complete a normal cleaning for the next guests. To the extent that this is not the case, the security deposit will be used accordingly (see above).

Each unit includes a Guest Binder containing detailed information on that specific property. A summary of our property care requirements are:

- Ensure the doors and windows are locked when the property is left unattended.
- Take out the garbage/recycling frequently and do not let refuse or food matter accumulate in the unit, ants will otherwise quickly become a problem.
- Be careful when applying sunscreen to ensure it does not damage the furniture and accessories, especially the fabric items. Remove sunscreen before getting into bed as some of these products will cause the linens to stain.
- Do not cut directly on the cooktop surfaces or any of the counter surfaces. Also, do not place any hot pots, cooking oils, or other staining substances directly on the countertops.
- Be very careful when opening and closing the blinds as they may become stuck or damaged.
- Ensure that any items taken from the unit (flatware, dishes, etc.) are returned.
- Do not flush sanitary wipes (including “flushable wipes”), feminine hygiene products, cotton balls, Q-tips, floss, diapers, paper towels, pills, or other similar items down the toilet. There have been past instances of sewer backups on the Ekahi complex as a result of this and minimizing this activity will lessen the risk of a backup.
- Do not unplug cables or reconfigure the network equipment or entertainment systems in any way. We provide detailed use and troubleshooting instructions in each unit.
- To conserve energy and prevent excessive wear on the AC equipment, do not run the AC excessively or when the property is unoccupied or if any windows or doors are open.
- Treat the community common areas with respect (pools, paddle courts, beach pavilion, shuffleboard area, green belt, etc.) Refer to the Summary of House Rules for Ekahi Village.
- Refrain from any activity that causes excessive wear or damage to the property, its surroundings, or any of its furnishings, equipment, or contents.
- On departure, ensure that all items listed on the departure checklist are completed.

EKAHI VACATION CONDOS

BOOKING POLICIES & SUMMARY HOUSE RULES (CONT.)

Ekahi Village House Rules

Refer to the Summary of House Rules for Ekahi Village (see separate information sheet) for specific rules related to the complex.

Damages / Loss / Additional Cleaning Charges

Guests are responsible for the use of each property and all recreational equipment and will be charged for any repairs or replacement of such property/equipment beyond normal wear and tear or in the case of loss. In the case of damages or loss resulting due to negligence, unreasonable use, or willfully committed, a surcharge of up to 100 percent may be applied.

Guests are further responsible for maintaining the cleanliness of the properties and to adhere to the departure checklist to ensure that the unit will be left undamaged and in a reasonable clean condition on departure. Guests will be charged any excess cleaning charges should the unit be left unreasonably dirty, which may be charged at up to two times the actual cost of such services.

Property Maintenance and Renovation Activities

Ekahi Village is a year-round destination, thereby requiring the grounds, pools, pavilion and other amenities to undergo regular maintenance to ensure the complex remains in excellent condition. Common maintenance may include, amongst other things, landscaping, painting, pest control, and general repairs, which may result in the occasional closure of the pools or other areas of the complex, or work being done on or near the unit you are staying in. These are normal activities and the crews are conscientious of creating as little interruption to owners and guests as possible. Furthermore, the Ekahi Village complex and/or neighboring units undergo renovation activities from time to time and this may overlap with your visit, which may result in noise or other inconvenience during your stay. We have no control over such activities, but we will endeavor to notify guests of any major activities that we become aware of. Should guests be significantly disrupted or inconvenienced by any of these activities, we will work with them towards a solution. Nevertheless, such maintenance and renovation activities are beyond our control and we are not obligated to provide a refund or rental cost adjustment. Ekahi Village keeps an updated list of ongoing renovation work on its website, which may accessed at: ekahiaoao.com/remodelupdate.php.

Hawaii has one of the most enjoyable ecosystems on our planet, and insects and other fauna are a part of that system. Ekahi Village tries to control this natural occurrence by regularly spraying for insects and by baiting traps for rodents. The most common pests that may find their way into the property include ants, small beetles, geckos, and sometimes cockroaches. It is a good idea to keep the doors closed while enjoying the property but that will not necessarily eliminate all occurrences of insects and pests. We do not offer refunds or adjustments for any insect or pest control issues.