

Check-in time is 3:30 PM. Checkout time is 11:30 AM. Requests for early check-in or late checkout must be made in writing, and if available, may be subject to an additional charge. If your flight is at night, you may want to book an extra day to guarantee the ability to stay late.

Cancellation Policy: Cancellation refunds will be credited or mailed within 7 days from written cancellation. Cancellations over 60 days before arrival date: The total amount you paid less \$100 will be refunded. Cancellations 30-60 days before arrival date: 'Reservation Deposit' on line 8 + \$100 is charged. Cancellations 5-29 days before arrival: 70% of 'Villa Rental', line 1 + \$100 is charged; balance is refunded. Cancellations less than 5 days before arrival date: 'Villa Rent', line 1 + \$100 is charged; balance is refunded. Owners may cancel reservations with 60 days written notice and full refund of your payment. You may wish to purchase trip insurance from a third party, as we cannot insure your trip. See <http://www.insuremytrip.com>.

Cancellation with Rebooking Policy applies to cancellations less than 60 days before arrival. We attempt to rebook all cancellations. Due to the last minute timing, at Owner's discretion villas may be partially rebooked or rebooked rates may be lower than your rate. If the villa is rebooked, the lesser of your 'Total Due' on line 7 or the amount you have paid us, less any difference between your 'Villa Rental' on line 1 and the rebooked 'Villa Rental' amount, less \$100, will be refunded. Of the two cancellation scenarios, with or without rebooking, the most favorable to the Guest will apply. In some cases the amount refunded may not be more than if it were not rebooked.

Owners Agree: To provide a fully furnished unit including wireless Internet, phone, 808-____-____, unlimited US & Canadian direct-dial calls, linens, outfitted kitchen, garage & parking pass. Owners do not insure Guest's personal property against loss/damage, including but not limited to vandalism, fire, water damage, criminal or negligent act by others, fire, or against personal injury to Guest for reasons other than neglect on Owner's part.

Guest Agrees To: Leave the villa in the same condition as found less normal wear and tear; abide by HOA & pool rules; close all doors and windows when air conditioning is on; and not reprogram the thermostat. It may damage the air conditioner. Take care not to walk into closed screens. Maximum number of guests is seven. No smoking or pets, candles or large parties. **Guest, please initial here:** _____

Housekeeping: The villa is professionally cleaned prior to your arrival. Daily maid service is not included. You may arrange additional cleaning at your expense with our housekeeper.

Security Deposit: The villa is inspected and inventoried between guests. Missing items, damage or extensive cleaning will incur additional charges, invoiced at 1.3 times the cost of replacement or repair. An invoice will be provided for additional charges following Guest's stay. Such determination will be made at the Owner's discretion. A \$500 fee will be charged for smoking in the villa. The unused portion of the Security Deposit will be refunded 2 weeks from departure. The Credit Card Authorization Form provides a payment guarantee for charges incurred above the initial security deposit, plus, if necessary, collection and attorney fees. Guest and Owners agree to attempt to resolve any dispute in good faith through mediation before taking legal action.

Upon Departure, Please:

1. Start the dishwasher.
2. Start a load of towels; these take a long time to dry.
3. Turn off the air-conditioner, lights & fans.
4. Put the kitchen garbage in a Villas Complex dumpster by the road.
5. Lock all doors & windows.
6. Leave both sets of keys, garage door opener inside in the entry. Use the key in the lock box to lock the front door. Then return it to the lockbox.

Guest, please initial here: _____

Guest Signature _____ **Date:** _____

Mahalo for choosing Hawaii Resort Rentals! Kat & Derry Ryan