

POLYNESIAN SHORES RENTAL TERMS AND CONDITIONS

Guests must comply with the version of these rules currently in effect during their stay at Polynesian Shores.

LOCAL CONTACT INFORMATION: Polynesian Shores Rental Group, 3975 Lower Honoapiilani Rd, Lahaina, HI 96761. Phone (808) 669-6065 or (800) 433-6284.

Email: info@polynesianshores.com.

COVID-19 CORONAVIRUS INFORMATION: The State of Hawaii and the County of Maui have issued Proclamations and rules intended to reduce risks associated with COVID-19 coronavirus infection, which can cause serious health problems including death. State rules require 14 days of quarantine by each person arriving from out of state unless they show negative results from a recent coronavirus test. (If you are required to quarantine in Hawaii, DO NOT come to Polynesian Shores. We are not licensed or equipped to accept any guest who is under mandatory quarantine.) While you are at Polynesian Shores you are required to obey all government proclamations and house rules, which may include social distancing of at least six feet and the use of a mask covering both mouth and nose while not exercising. We have instituted additional cleaning and disinfecting procedures to help protect guests and employees. However, the coronavirus entails inherent health risks which are not well understood and cannot be foreseen. Therefore, all guests agree that they and all members of their party including minors visit Polynesian Shores and the island of Maui at their own risk, and will not hold any other party responsible if they should acquire a coronavirus infection.

Payment Terms: We accept Visa, Mastercard, check or money order made out to: Polynesian Shores. There is a \$20.00 charge for all returned checks plus the cost of collection. Final payments are due 30 days prior to arrival.

Cancellation: There is a \$50.00 cancellation fee for any cancellations received more than 30 days prior to arrival date. There are no refunds if the reservation is cancelled within 30 days of the arrival date. *PLEASE NOTE: WE DO NOT OFFER TRAVEL INSURANCE, ALTHOUGH WE HIGHLY RECOMMENDED YOU ACQUIRE SOME WITH AN OUTSIDE AGENCY PRIOR TO BOOKING YOUR STAY WITH US.

Deposit: A deposit of \$500.00 must be paid in order to confirm your reservation. This deposit will go towards the final balance which is due 60 days prior to your arrival. There is an automatic \$300.00 charge for smoking / Vaping in the condo or on the private lanai. Damage, loss or excess cleaning may be applied the signer's credit card if no other arrangements have been made. Excessive cleaning of the unit will incur a minimum fee of \$50/hr (one hour minimum). Damages made to the unit will incur a minimum of \$60/hr (one hour minimum) to

cover the cost to fix, and replace, plus the cost of the replacement or any materials. Should there be damage that requires a professional that charges more per hour (plumbing, contractor), market rate hourly charges will be applied. A non-refundable damage protection fee of \$39.00 is collected in lieu of a refundable damage security deposit.

DAMAGE/LOSS/DISTURBANCE POLICY: The condo unit is individually owned and decorated. Please do not remove any furnishings, equipment or items from the unit. Guest will be solely liable for any additional costs, charges, expenses resulting from any damage, lost or stolen items or excessive check-out cleaning. Neither the Owner or Manager will be responsible for lost, stolen or damaged items. Manager will use its best efforts to ensure that all equipment within the unit is in good working order, although neither Manager nor Owner guarantees that any equipment will not break down during your stay, and therefore such a break down does not constitute a breach of this Agreement or give Guest any right to any refund or rental adjustments for any such mechanical failure. In the event of a break down, Manager will use its best efforts to remedy the situation as soon as possible after notification of the break down. Guest understands that there is no guaranty that properties adjacent to the unit will be free from disturbances, including but not limited to noise or inconvenience from construction, traffic or other guests or neighbors, and any such disturbance shall not constitute a breach of this Agreement or give Guest any right to any refund or rental adjustment. Guest also understands that Hawaii is located in a tropical climate and that insects, rodents and lizards flourish in this environment. Although Manager will use its best efforts to hold to a minimum your interaction with these pests during your stay, Guest understands that contact with pests does not constitute a breach of this Agreement or give Guest any right to refund or rental adjustment. Any issue will be reported to Manager or Owner immediately. Guest understands that Manager and Owner shall have a reasonable amount of time to restore rental to acceptable conditions.

Rates: Rates and subject to change and applicable taxes. Please note the total above assumes two occupants for a one bedroom unit, four occupants for a two bedroom unit, or six occupants for a three bedroom unit. When allowed in a particular unit, additional occupants will incur an extra fee per person up to the maximum occupancy permitted.

Check-In: POLICIES ARE BEING UPDATED AND WILL BE SENT PRIOR TO YOUR ARRIVAL.

KEYS/LOCKOUT POLICY: In the event a guest is locked out of the unit during the rental period, the guest may borrow a key by coming to the office. After business hours, the guest must call (808) 686-6558 for assistance and an agent will meet the guest at the unit. There will be a \$50 charge for this service and this fee is due at the time service is rendered. There will be a \$50 charge for lost keys.

Check-out: Check-out time is 11am. Late check-outs may be arranged based upon availability and for a fee.

Losses: There is a \$20.00 lost towel charge.

PRIVACY POLICY: Please note that when booking with us Maui Lodging Properties, LLC or Polynesian Shores Rental group will never share your personal information with anyone. The information we receive will only be used for the purpose of completing your reservation stay at our facility.