



# Reservation Agreement

## #9-405 Kamaole Sands

Hawaii Tax ID: W87988586-01

- **CANCELLATION POLICY:**
  - \$150 Cancellation Fee if cancelled outside of 60 days.
  - No refunds within 60 days of arrival unless we are able to rent the condo. The difference between actual funds received and amount you paid will be refunded, less a \$150 Service Fee.
  - Cancellation or shorten stays after arrival – all funds forfeited.
  - Monthly Reservation Cancellations: Monthly renters must cancel one hundred twenty (120) days prior to check-in. All deposits will be refunded less \$150 Service Fee. Monthly renters who make a change that results in a shortened stay must do so at least ninety (90) days prior check-in. No Refunds under 90 days prior to arrival unless we are able to rent the condo. The difference between actual funds received and amount you paid will be refunded, less a \$150 Service Fee.
  - Any lost funds due to cancellation:** Will be credited on your next stay with us at either our Kamaole Sands Condo or any of our Sunriver Oregon properties.
  - We reserve the right to cancel any reservation due to circumstances beyond our control. There are no refunds due to electrical blackout, loss of telephone service or any event beyond our control. See Hurricane/Storm Policy below:  
**HURRICANE OR STORM POLICY** - No refunds will be given unless:
    - a. The National Weather Service orders mandatory evacuation in a "Tropical Storm/Hurricane Warning area"The day that the National Weather Service orders a mandatory evacuation order in a "Tropical Storm/Hurricane Warning" area, we will refund:
    - a. Any unused portion of rent from a guest currently registered,
    - b. Any unused portion of rent from a guest that is scheduled to arrive, and wants to shorten their stay, to come in after the Hurricane Warning is lifted; and
    - c. Any advance rents collected or deposited for a reservation that is scheduled to arrive during the "Warning."
- **Check In:** You will check in at the front desk at the Kamaole Sands Lobby (Castle Resorts) to receive your keys and guest information. This is your "On Island Contact" We will email you instructions 2 week prior to your stay.
- **RATES:** Rates, promotional specials, and nightly minimums vary and are subject to change. Other restrictions may apply. The Cleaning fees which also includes the Resort Fees & Reservation Fee are not refundable and are in addition to the nightly rate. These fees are listed on the reservation form as Cleaning Fee. The Resort Fee goes to pay for the Internet - Mai Tai Party - Free Daily Newspaper & other resort amenities. These rates can change.
- **RENTAL DEPOSITS:** Entire balance is due 60 days prior to arrival. A rental deposit of \$500 is due a maximum of seven days after making reservation. Deposits not received within seven days risk cancellation.
- **SECURITY DEPOSITS:** A minimum security deposit of \$300.00 hold is put on your card at check-in time by Castle Resorts. It will be released upon check-out barring any damage to the condo and the returning of the keys or breach of the rental agreement.
- **PETS:** Are not allowed. Having a pet, will cause forfeiture of security deposit and ejection along with loss of all funds.
- **DAMAGES & CLEANING:** Damage to the rental home left in an unreasonable condition or excessively dirty are the financial responsibility of the registered guest.
- **PARKING:** All vehicles must be parked in the assigned parking or in guest parking area. The front desk will provide the parking stall number. If you have more than one car, let the front desk know when you check in and they will provide you with a guest parking pass to park in the visitor parking area. You must receive a parking pass.
- **REPAIRS, EQUIPMENT, AMENITIES:** Homes are furnished with towels, linens and fully equipped kitchens. A small supply of certain cleaning items and toiletries are provided. Refills of supplies are not provided. Mid week or weekly maid service is available through the front desk for an additional fee. Repairs to malfunctioning equipment will be performed as soon as possible. Equipment function cannot be guaranteed 100% of the time.
- Registered guest must be 25 years of age or older. Subletting of the condo is prohibited
- Any illegal activities will result in full forfeiture of rental deposit, rents and removal from the condo.
- **SMOKING:** Smoking is only allowed in the 7 designated smoking bench areas in the complex. No smoking on the lanai.