

THE HOKULANI AT PAPAKEA - K407

Booking Conditions & Terms

Last updated: August 21, 2026

1. RESERVATION AND PAYMENT

A reservation is confirmed upon receipt of the required payment and acceptance of these Booking Conditions & Terms. A 50% deposit is required to secure the reservation. The remaining balance is due 3 days before check-in. Reservations made within 3 days of check-in require payment in full at the time of booking.

2. CANCELLATION POLICY

Cancellations made 14 or more days before check-in receive a 100% refund of refundable amounts paid. Cancellations made 7-13 days before check-in receive a 50% refund of refundable amounts paid. Cancellations made fewer than 7 days before check-in are nonrefundable. Any fees specifically identified as nonrefundable are excluded from cancellation refunds.

3. DAMAGE PROTECTION - WAIVONOW

A nonrefundable Damage Protection Fee of \$79 is required for each reservation. The property owner obtains WaivoNow vacation-rental damage protection for the reservation. The protection level currently selected by the owner provides a waiver limit of up to \$5,000 per booking, subject to Waivo's applicable terms, conditions, limitations, exclusions, and reimbursement requirements.

Guests do not need to purchase, register for, or separately enroll in Waivo protection. The owner purchases the protection for the reservation through the Waivo Client Portal.

The damage protection is intended to address certain accidental damage occurring during the guest's stay. It does not authorize or excuse intentional damage, misuse or abuse of the property, violations of these Booking Conditions & Terms, or other losses or charges that are excluded from or not reimbursed under the applicable Waivo protection.

Guests must promptly notify the owner or property contact of any damage or incident occurring during the stay. Failure to report damage does not relieve the guest of responsibility for damage, losses, costs, or charges that are not covered or reimbursed through Waivo.

For stays of 10 nights or less, the current \$5,000 WaivoNow waiver level carries a \$79 minimum fee. For stays longer than 10 nights, an additional damage-protection charge may apply based on the additional nights. The guest remains responsible for losses, damage, costs, or other charges that are not covered or reimbursed under the applicable damage-protection program.

4. CHECK-IN AND CHECKOUT

Check-in time is 4:00 PM. Checkout time is 10:00 AM. Early check-in or late checkout is not guaranteed and must be approved in advance by the owner or property manager.

5. MINIMUM AGE AND RESPONSIBLE GUEST

The primary booking guest must be at least 25 years old and must occupy the property for the duration of the reservation. The primary guest is responsible for the conduct of all occupants and visitors and for compliance with these Booking Conditions & Terms.

6. OCCUPANCY

The maximum overnight occupancy is six (6) guests. The number of guests occupying the property may not exceed the number stated in the confirmed reservation or the property's permitted occupancy. Unauthorized occupants or visitors may constitute a violation of these terms.

7. PETS AND SERVICE ANIMALS

Pets are not permitted. Service animals are permitted when required by applicable law. Guests traveling with a service animal are expected to comply with applicable laws and remain responsible for the animal's conduct and for damage beyond ordinary wear, to the extent permitted by law.

8. NO PARTIES OR EVENTS

Parties, receptions, events, and other large gatherings are not permitted without the owner's prior written approval. Guests must respect neighboring properties, resort quiet hours, and all Papakea Resort rules.

9. SMOKING AND VAPING

Smoking and vaping are not permitted inside the condominium or on the private lanai. Guests are responsible for additional cleaning, deodorizing, remediation, or damage costs resulting from a violation of this rule.

10. PROPERTY AND RESORT RULES

Guests must comply with all posted property rules, Papakea Resort rules, parking requirements, pool and amenity rules, quiet hours, and reasonable instructions from resort management or the owner. Material violations may result in termination of the stay, subject to applicable law.

11. DAMAGE, EXCESSIVE CLEANING, AND GUEST RESPONSIBILITY

Guests are responsible for damage to the property or its contents beyond ordinary wear and tear that is caused by the guest, members of the guest's party, or visitors. Guests may also be responsible for excessive cleaning, missing items, unauthorized use, or other costs arising from a violation of these terms. Waiver of damage protection does not eliminate guest responsibility for amounts that are excluded, denied, or not reimbursed.

12. PERSONAL PROPERTY AND ASSUMPTION OF RISK

Guests are responsible for securing their personal belongings. To the extent permitted by law, the owner is not responsible for loss, theft, or damage to guest property or for injury arising from conditions or activities outside the owner's reasonable control. Nothing in these terms is intended to exclude liability that cannot legally be excluded.

13. CIRCUMSTANCES BEYOND OWNER'S CONTROL

The owner is not responsible for interruptions or circumstances beyond the owner's reasonable control, including weather, utility or internet outages, resort maintenance, government actions, natural events, or failures of third-party services. The owner will make reasonable efforts to address property-related issues that are within the owner's control.

14. VIOLATION OF TERMS

A material violation of these Booking Conditions & Terms, resort rules, occupancy limits, or applicable law may result in termination of the stay and removal from the property, subject to applicable law. Refunds are not guaranteed when a stay is terminated because of a guest's material violation.

15. ACCEPTANCE OF TERMS

By completing the reservation and/or occupying the property, the primary guest acknowledges these Booking Conditions & Terms and accepts responsibility for ensuring that all occupants and visitors comply with them.

Important: Waivo program details, waiver limits, fees, coverage, exclusions, and reimbursement requirements are governed by Waivo's current program terms. The owner may update the damage-protection program or associated fee for future reservations.