

2016
HAWAII HOTELS and CONDOMINIUMS
SEASONAL MINIMUM NIGHTS and CANCELLATION CHARGE POLICIES

This Christmas/New Year/Peak season information is based on 2016/2017 year end contracts and are subject to change upon receipt of 2016/2017 contracts.

Absence of a hotel minimum night cancellation charge policy on this list does not mean a cancellation policy does not exist.
Please be sure to double check the minimum nights and cancellation penalties for properties booked especially during these peak periods.

The booking agent assumes a minimum 1 night penalty with tax for cancellations received within 4 days of arrival year round and/or specified below. Additional penalties below.

CHRISTMAS/NEW YEAR/PEAK		ADDITIONAL HIGH/PEAK	
HOTEL Effective Dates	Cancellation Penalties	HOTEL Effective Dates	Cancellation Penalties
MAJOR HOTEL CHAINS		MAJOR HOTEL CHAINS	
AQUA HOTELS & RESORTS		AQUA HOTELS & RESORTS	
12/24/16 - 01/02/17	MAUI / KAUAI: MAUI BEACH HOTEL / KAUAI SHORES / KAUAI BEACH RESORT Any cancellation within 10 days of arrival date, no shows, or early checkouts will be assessed a 2 night cancellation charge with tax.		
12/08/16 - 12/11/16 12/23/16 - 01/02/17	All Properties on All Islands Cancellations within 10 days of arrival date, no shows, or early checkouts will be assessed a 2 night cancellation charge with tax		
ASTON HOTELS & RESORTS		ASTON HOTELS & RESORTS	
12/23/16 - 01/02/17	OAHU: All Properties (*except see below) Cancellations made less than 33 days prior to arrival or no shows or early checkouts are subject to a 2 night cancellation charge with tax.	07/01/16 - 12/22/16 01/03/17 - 06/30/17	OAHU: All Properties (*except see below) Any cancellation within 4 days of arrival date or any no shows or early checkouts will be assessed a 2 night cancellation charge.
12/08/16 - 12/12/16 12/22/16 - 01/02/17	*OAHU:Aston Waikiki Beach Hotel Cancellations made less than 33 days prior to arrival or no shows or early checkouts are subject to a 2 night cancellation charge with tax.	07/01/16 - 12/07/16 12/13/11 - 12/21/16 01/03/17 - 06/30/17	*OAHU:Aston Waikiki Beach Hotel Any cancellation within 4 days of arrival date or any no shows or early checkouts will be assessed a 2 night cancellation charge.
12/18/16 - 01/03/17	HAWAII - BIG ISLAND: All Properties Cancellations made less than 33 days prior to arrival or no shows or early checkouts are subject to a 2 night cancellation charge with tax.	07/01/16 - 12/22/16 01/03/17 - 06/30/17	OAHU: Aston Waikiki Beach Tower Any cancellation within 10 days of arrival date or any no shows or early checkouts will be assessed a 2 night cancellation charge.
		07/01/16 - 12/17/16 01/04/17 - 06/30/17	HAWAII-BIG ISLAND: All Properties (*except see below) Any cancellation within 4 days of arrival date or any no shows or early checkouts will be assessed a 2 night cancellation charge.
		07/01/16 - 09/25/16 10/12/16 - 12/17/16 01/04/17 - 06/30/17	*HAWAII-BIG ISLAND: Aston Kona by the Sea Any cancellation within 4 days of arrival date or any no shows or early checkouts will be assessed a 2 night cancellation charge.
		09/26/16 - 10/11/16	Any cancellation within 10 days of arrival date or any no shows or early checkouts will be assessed a 2 night cancellation charge.
12/18/16 - 01/03/17	*KAUAI: All Properties Cancellations made less than 33 days prior to arrival or no shows or early checkouts are subject to a 2 night cancellation charge with tax.	07/01/16 - 12/17/16 01/04/17 - 06/30/17	KAUAI: All Properties Any cancellation within 4 days of arrival date or any no shows or early checkouts will be assessed a 2 night cancellation charge.
12/18/16 - 01/03/17	*MAUI: All Properties Cancellations made less than 33 days prior to arrival or no shows or early checkouts are subject to a 2 night cancellation charge with tax.	07/01/16 - 12/17/16 01/04/17 - 06/30/17	MAUI: All Properties Any cancellation within 4 days of arrival date or any no shows or early checkouts will be assessed a 2 night cancellation charge.

The booking agent assumes a minimum 1 night penalty with tax for cancellations received within 4 days of arrival year round and/or specified below. Additional penalties below.

CHRISTMAS/NEW YEAR/PEAK		ADDITIONAL HIGH/PEAK	
HOTEL Effective Dates	Cancellation Penalties	HOTEL Effective Dates	Cancellation Penalties
<i>MAJOR HOTEL CHAINS CONTINUED...</i>			
CASTLE RESORTS & HOTELS		CASTLE RESORTS & HOTELS	
12/23/16 - 01/02/17	OAHU: Castle Waikiki Grand 2 nights penalty with tax if cancelled, no show, or early checkout within 33 days of arrival.	03/29/16 - 04/02/16 04/18/17 - 04/22/17	BIG ISLAND: Castle Hilo Hawaiian 2 nights penalty with tax if cancelled, no show, or early checkout within 33 days of arrival.
12/23/16 - 01/02/17	HAWAII: All Properties 2 nights penalty with tax if cancelled, no show, or early checkout within 17 days of arrival.	10/04/16 - 10/09/16 10/03/17 - 10/08/17	HAWAII: All Properties 2 nights penalty with tax if cancelled, no show, or early checkout within 17 days of arrival.
12/23/16 - 03/31/17	KAUAI: All Properties (*excepts see below) 2 nights penalty with tax if cancelled, no show, or early checkout within 17 days of arrival.	01/04/16 - 03/31/16 06/21/16 - 08/16/16 06/21/17 - 08/16/17	KAUAI: All Properties 2 nights penalty with tax if cancelled, no show, or early checkout within 17 days of arrival.
12/23/16 - 01/02/17	*KAUAI: Castle Mokiha 2 nights penalty with tax if cancelled, no show, or early checkout within 17 days of arrival.		
12/19/16 - 03/31/17	MAUI: All Properties 2 nights penalty with tax if cancelled, no show, or early checkout within 17 days of arrival.	01/04/16 - 03/31/16	MAUI: All Properties 2 nights penalty with tax if cancelled, no show, or early checkout within 17 days of arrival.

The booking agent assumes a minimum 1 night penalty with tax for cancellations received within 4 days of arrival year round and/or specified below. Additional penalties below.

CHRISTMAS/NEW YEAR/PEAK

HOTEL Effective Dates	Cancellation Penalties
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MAJOR HOTEL CHAINS CONTINUED...

FOUR SEASONS RESORTS

FAIRMONT HOTELS & RESORTS

12/18/16 - 12/31/16	HAWAII: Fairmont Orchid Hawaii All cancellations received after 93 days will be assessed the full stay charge of all night room and tax.
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12/21/16 - 01/02/17	MAUI: Fairmont Kea Lani Full length of stay charged if cancelled within 102 days prior to arrival
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HAWAIIAN HOTELS & RESORTS

12/21/16 - 01/04/17	HAWAII: Royal Kona Resort MAUI: Ka'anapali Ocean Inn / Lahaina Inn / Royal Lahaina Resort Cancellations made after November 18, 2016 will be charged for the entire stay, plus taxes
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HILTON HAWAII

12/26/16 - 12/31/16	OAHU: Hilton Hawaiian Village Triple Value, Honeymoon, Paradise Made Simple Promos: After November 20, 2016 will be assessed 5 nights room charge plus taxes.
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12/26/16 - 12/31/16	Aloha Promotions & Regular Rates After November 20, 2016 will be assessed a 5 nights room charge plus taxes.
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12/24/16 - 01/01/17	HAWAII: Hilton Waikoloa Village All reservations 2 nights or longer will be assessed a full stay within 33 days prior to arrival. One night reservations will be assessed a 1 night room penalty.
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ADDITIONAL HIGH/PEAK

HOTEL Effective Dates	Cancellation Penalties
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FOUR SEASONS RESORTS

01/03/16 - 12/19/16	LANAI: FOUR SEASONS RESORT 2 nights room and tax if cancelled 24 days prior to arrival for all rooms 3 nights room and tax if cancelled 33 days prior to arrival for all suites
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SPECIALTY SUITES:

Cancellations or shortening length of stay within 63 days prior to the date of arrival will result in a charge of first and/or last night rate including tax (3 nights charge).

FAIRMONT HOTELS & RESORTS

01/04/16 - 12/17/16	BIG ISLAND: Fairmont Orchid Hawaii Cancellations made less than 17 days prior to arrival or no shows or early checkouts are subject to a 1 night cancellation charge with tax.
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01/03/16 - 12/20/16	MAUI: Fairmont Kea Lani Cancellations for SUITES 2 nights room and tax if cancelled 10 days prior to arrival Cancellations for VILLAS 2 nights room and tax if cancelled 24 days prior to arrival
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HAWAIIAN HOTELS & RESORTS

09/30/16 - 10/08/16	HAWAII: Royal Kona Resort Cancellations made after August 28, 2016 will be charged for the entire stay, plus taxes.
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04/01/16 - 09/29/16 10/09/16 - 12/20/16	HAWAII: Royal Kona Resort Room cancellation or no shows must be made no less than 4 days prior to arrival otherwise a charge equal to 2 nights of room revenue plus applicable taxes shall be assessed for all late cancellations. Based upon 12:01AM, day of arrival.
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04/01/16 - 09/29/16 10/09/16 - 12/20/16	MAUI: Ka'anapali Ocean Inn / Lahaina Inn / Royal Lahaina Resort Room cancellation or no shows must be made no less than 4 days prior to arrival otherwise a charge equal to 2 nights of room revenue plus applicable taxes shall be assessed for all late cancellations. Based upon 12:01AM, day of arrival.
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The booking agent assumes a minimum 1 night penalty with tax for cancellations received within 4 days of arrival year round and/or specified below. Additional penalties below.

CHRISTMAS/NEW YEAR/PEAK

HOTEL Effective Dates	Cancellation Penalties
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MAJOR HOTEL CHAINS CONTINUED...

HYATT RESORTS & SPAS

12/28/16 - 01/02/17	OAHU: Hyatt Regency Waikiki Beach Cancellations received on or after October 29, 2016 are subject to a full stay plus tax.
12/28/16 - 01/02/17	Hyatt Regency Maui Resort & Spa Cancellations received on or after November 10, 2016 are subject to a full stay plus tax.
01/01/16 - 01/08/16 12/21/16 - 01/03/17	Grand Hyatt Kauai Resort & Spa Cancellations received on or after October 29, 2016 are subject to a full stay plus tax. .
01/01/16 - 01/03/16 12/19/16 - 01/03/17	Andaz Maui at Wailea Cancellations received on or after August 29, 2016 or no shows are subject to a full stay cancellation penalty plus tax . Early Departure, the unused room nights and tax will be charge

OUTRIGGER ENTERPRISES GROUP

12/26/16 - 01/04/17	OAHU: All Properties (*except see below) Cancellations made less than 10 days prior to arrival or no shows are subject to a 2 night cancellation charge with tax.
07/03/16 - 07/04/16 12/30/16 - 01/02/17	OAHU: Ohana Waikiki East / Ohana Waikiki Malia Cancellations made less than 10 days prior to arrival or no shows are subject to a 2 night cancellation charge with tax.
12/22/16 - 01/04/17	OAHU: Embassy Suites - Waikiki Beach Walk Cancellations made less than 18 days prior to arrival or no shows are subject to a 2 night cancellation charge with tax.
12/22/16 - 12/31/16	OAHU: Regency on Beachwalk Waikiki by Outrigger / Waikiki Shore by Outrigger Cancellations made less than 33 days prior to arrival or no shows are subject to a full stay cancellation charge with tax.
12/18/16 - 12/31/17	HAWAII: All Properties Cancellations made less than 33 days prior to arrival or no shows are subject to a full stay cancellation charge with tax.
12/18/16 - 12/31/17	KAUAI: All Properties Cancellations made less than 33 days prior to arrival or no shows are subject to a full stay cancellation charge with tax.
12/18/16 - 12/31/17	MAUI: All Properties Cancellations made less than 33 days prior to arrival or no shows are subject to a full stay cancellation charge with tax.

ADDITIONAL HIGH/PEAK

HOTEL Effective Dates	Cancellation Penalties
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HYATT RESORTS & SPAS

01/03/16 - 12/27/16 01/03/17 - 06/30/17	OAHU: Hyatt Regency Waikiki Beach Resort & Spa Cancellation / No Show / Early Departure received within 10 days are subject to a 2 nights room charged .
01/03/16 - 12/17/16 01/04/17 - 06/30/17	MAUI: Hyatt Regency Maui Resort & Spa Cancellation / No Show / Early Departure received within 10 days are subject to a 2 nights room charged .
01/09/16 - 12/20/16 01/04/17 - 06/30/17	Grand Hyatt Kauai Resort & Spa Cancellation / No Show / Early Departure received within 10 days are subject to a 2 nights room charged . charged
01/04/16 - 12/18/16 01/04/17 - 06/30/17	Andaz Maui at Wailea Cancellations received within 24 days of arrival or no show are subject to a 2 nights room and tax. Early Departure, the unused room nights and tax will be charge.

04/01/16 - 12/21/16 01/01/17 - 12/21/17	OAHU: Regency on Beachwalk Waikiki by Outrigger / Waikiki Shore by Outrigger Cancellations made less than 33 days prior to arrival or no shows are subject to a 1 night cancellation charge with tax.
04/01/16 - 12/17/16 01/01/17 - 12/21/17	HAWAII: All Properties (*except see below) Cancellations made less than 33 days prior to arrival or no shows are subject to a 1 night cancellation charge with tax.
04/01/16 - 12/17/16 01/01/17 - 12/21/17	*HAWAII: Waikoloa Beach Villas / Kolea at Waikoloa Beach / Palm Villas / Kulalani Cancellations made less than 33 days prior to arrival or no shows are subject to a full stay cancellation charge with tax.
04/01/16 - 12/17/16 01/01/17 - 12/21/17	KAUAI: All Properties Cancellations made less than 33 days prior to arrival or no shows are subject to a 1 night cancellation charge with tax.
04/01/16 - 12/17/16 01/01/17 - 12/21/17	*MAUI: All Properties (*except see below) Cancellations made less than 33 days prior to arrival or no shows are subject to a 1 night cancellation charge with tax.

The booking agent assumes a minimum 1 night penalty with tax for cancellations received within 4 days of arrival year round and/or specified below. Additional penalties below.

CHRISTMAS/NEW YEAR/PEAK		ADDITIONAL HIGH/PEAK	
HOTEL Effective Dates	Cancellation Penalties	HOTEL Effective Dates	Cancellation Penalties
MAJOR HOTEL CHAINS CONTINUED...			
MARRIOTT RESORT & SPA			
12/24/16 - 01/02/17	OAHU: Waikiki Beach Marriott Resort & Spa 3 nights room charge with tax will be assessed on any cancellations of confirmed reservations made less than 63 days prior to arrival or no show on day of arrival.	04/01/16 - 12/23/16 01/03/17 - 03/31/17	OAHU: Waikiki Beach Marriott Resort & Spa 1 night room charge with tax will be assessed on any cancellations of confirmed reservations made less than 10 days prior to arrival or no show on day of arrival.
12/23/16 - 01/01/17	HAWAII: Waikoloa Beach Marriott Resort & Spa 2 nights of room charge will be assessed on any cancellations of confirmed reservations made less than 33 days prior to arrival, or no show on day of arrival.	04/01/16 - 12/22/16 01/02/17 - 03/31/17	HAWAII: Waikoloa Beach Marriott Resort & Spa 1 night room charge with tax will be assessed on any cancellations of confirmed reservations made less than 10 days prior to arrival or no show on day of arrival.
12/22/16 - 01/06/17	KAUAI: Marriott Resort & Beach Club 3 nights of room charge will be assessed on any cancellations of confirmed reservations made less than 33 days prior to arrival, or no show on day of arrival.	04/01/16 - 12/21/16 01/07/17 - 03/31/17	KAUAI: Kauai Marriott Resort 3 night room charge with tax will be assessed on any cancellations of confirmed reservations made less than 10 days prior to arrival or no show on day of arrival.
12/22/16 - 01/03/17	MAUI: Wailea Beach Marriott Resort & Spa full stay charge with tax will be assessed on any cancellation of confirmed reservations made less than 93 days prior to arrival or no show on day of arrival.	04/01/16 - 12/21/16 01/04/17 - 03/31/17	MAUI: Wailea Beach Marriott Resort & Spa 2 nights room charge with tax will be assessed on any cancellation of confirmed reservations made less than 10 days prior to arrival or no show on day of arrival.
12/17/16 - 01/03/17	MAUI: Courtyard by Marriott, Maui Kahului Airport 3 nights room charge with tax will be assessed on any cancellation of confirmed reservations made less than 63 days prior to arrival or no show on day of arrival.		
SEASIDE HOTELS HAWAII			
PRINCE RESORTS HAWAII			
12/23/16 - 01/02/17	OAHU: HAWAII PRINCE HOTEL		
12/23/16 - 01/02/17	HAWAII: HAPUNA BEACH PRINCE HOTEL		
12/19/16 - 01/02/17	HAWAII: MAUNA KEA BEACH HOTEL All rooms must be guaranteed in full and reported by October 28, 2016 by 5:00pm Hawaii Standard Time. Effective November 1, 2016, there will be no charge for room night reductions if stay becomes four nights or more. If stay becomes less than 4 nights each night released will be charged, maximum cancellation penalty is 4 nights per room.	01/03/16 - 12/18/16	HAWAII: MAUNA KEA BEACH HOTEL Cancellations must be received in writing by mail, email, or fax to the Resort 17 days prior to arrival. Cancellations received by the resort less than 17 days prior to the arrival date and/or no show will be assessed a penalty fee equivalent to 1 night room rate plus applicable State of Hawaii General Excise tax.
STARWOOD HOTELS & RESORTS			
12/26/16 - 01/03/17	All Properties (*except see below) Cancellations received on or after October 23, 2016 for guest stays shall receive a 2 nights of penalty with tax.		
12/26/16 - 01/03/17	*OAHU: The Royal Hawaiian Cancellations received on or after October 23, 2016 for guest stays shall receive a 4 nights of penalty plus tax.		
12/24/16 - 12/31/16	HAWAII: Sheraton Kona Resort and Spa at Keauhou Bay Cancellations received on or after October 22, 2016 for guest stays shall receive a 2 nights of penalty plus tax.		
12/24/16 - 12/31/16	KAUAI: St. Regis Princeville Resort Cancellations received on or after November 06, 2016 for guest stays shall receive a 5 nights of penalty plus tax.	01/04/16 - 12/23/16	KAUAI: St. Regis Princeville Cancellations received within 33 days of arrival or if a no show occurs, a 3 night cancellation fee, including room and tax, will be assessed.
12/19/19 - 01/03/17	KAUAI: Sheraton Kauai Resort Cancellations received on or after November 01, 2016 for guest stays shall receive a full stay penalty plus tax.		
12/22/16 - 01/02/17	KAUAI: The Westin Princeville Ocean Resort Villas Cancellations received within 48 days of arrival date shall receive a full stay penalty plus tax.		
12/22/16 - 01/03/17	MAUI: All Properties Cancellations received on or after November 14, 2016 for guest stays shall receive a 4 nights of penalty plus tax.	01/03/16 - 12/21/16 01/04/17 - 12/25/17	MAUI: All Properties Cancellations received within 4 days of arrival date or if a no show occurs, a 2 nights of cancellation fee, including room and tax, will be assessed.

The booking agent assumes a minimum 1 night penalty with tax for cancellations received within 4 days of arrival year round and/or specified below. Additional penalties below.

CHRISTMAS/NEW YEAR/PEAK

HOTEL Effective Dates	Cancellation Penalties
ISLAND OF OAHU - INDIVIDUAL HOTELS	
AMBASSADOR HOTEL WAIKIKI	
12/25/2016 - 01/01/17	Any cancellations within 4 days of arrival will be charged room rate and tax of all nights reserved during this period.
AULANI, A DISNEY RESORT & SPA	
COURTYARD BY MARRIOTT WAIKIKI BEACH	
12/25/16 - 01/01/17	Any cancellations within 4 days of arrival will be charged room rate and tax of all nights reserved during this period.
HALEKULANI	
12/23/16 - 01/02/17	GUESTROOMS: Any cancellation received on October 28, 2016 or after will be assessed a 4 night's room and tax charge. SUITES: Any cancellation received on October 28, 2016 or after will be assessed a full stay's room and tax charge. PREMIER SUITES: Any cancellation or date change received on October 28, 2016 or after will be assessed a full stay's room and tax charge.
12/25/15 - 01/02/16	OAHU: Hilton Waikiki Beach Cancellations of 1 night room charge with tax will be assessed if cancelled after December 12, 2015.
HYATT PLACE WAIKIKI BEACH	
12/23/16 - 01/02/17	Any cancellation during Year End, cancellation received within 33 days of arrival, and subject to a full stay's room & tax penalty
ILIMA HOTEL	
12/21/16 - 12/31/16	Any cancellations received within 10 days of arrival date, will be charged a 1 night room plus tax.
FILAMENT HOSPITALITY	
	Shoreline Hotel Waikiki, a Joie de Vivre Hotel Coconut Waikiki Hotel, a Joie de Vivre Hotel
NEW OTANI KAIMANA BEACH HOTEL	
12/24/16 - 01/04/17	Any cancellations received after October 28, 2016 will be charged with 1 night's room and tax fee
PACIFIC BEACH HOTEL	
12/25/16 - 01/01/17	For all arrivals during the Year End period, cancellations received within 33 days of year end period will be charged room rental and applicable taxes for all nights.
PARADISE BAY RESORT	
THE KAHALA HOTEL & RESORT	
12/20/16 - 01/02/17	Any cancellations or reduction in room nights after midnight APR 28, 2016 HST will be assessed a penalty equal to 2 nights of room charge and tax. Any cancellations or reduction in room nights after midnight September 28, 2016 HST will result in 100% penalty.

ADDITIONAL HIGH/PEAK

HOTEL Effective Dates	Cancellation Penalties
AMBASSADOR HOTEL WAIKIKI	
AULANI, A DISNEY RESORT & SPA	
01/04/16 - 12/31/16	Cancellations made less than 13 days of arrival will be assessed 1 resort room night plus tax .
HALEKULANI	
01/07/16 - 12/22/16 01/03/17 - 12/22/17	SUITES: Upon Booking the suite, reservation is fully guaranteed. Any cancellation within 33 days of arrival, or no shows will be assessed a cancellation fee equivalent to all confirmed nights room and tax charge PREMIER SUITES: Upon Booking the suite, reservation is fully guaranteed. Any cancellation within 33 days of arrival, or no shows will be assessed a cancellation fee equivalent to all confirmed nights room and tax charge
HYATT PLACE WAIKIKI BEACH	
12/09/16 - 12/12/16	Any cancellation during Honolulu Marathon will require 17 day cancellation, and subject to a 3 nights room & tax penalty
THE KAHALA HOTEL & RESORT	
01/03/16 - 12/19/16 01/03/17 - 03/31/17	ROOMS: 1 nights cancellation fee plus tax within 10 days of arrival date or no show. STANDARD SUITES: 1 nights cancellation fee plus tax within 10 days of arrival date or no show. SIGNATURE SUITES: Within 33 days of arrival date or no shows will be assessed the full length of stay plus taxes.

The booking agent assumes a minimum 1 night penalty with tax for cancellations received within 4 days of arrival year round and/or specified below. Additional penalties below.

CHRISTMAS/NEW YEAR/PEAK

HOTEL
Effective **Cancellation Penalties**
Dates

THE EQUUS HOTEL AND MARINA TOWER

12/10/16 - 01/02/17 Any cancellation by within 10 days of arrival date, no shows, or early check outs will be assessed a full night cancellation charge and tax.

THE MODERN HONOLULU

12/24/16 - 01/01/17
12/24/17 - 01/01/18 Any cancellations received within 32 days prior to arrival will be charged a 2 nights room and tax fee

TRUMP INTERNATIONAL HOTEL

12/28/16 - 01/02/17 Any cancellations received after November 13, 2016 will be charged a full stay's room and tax fee

TURTLE BAY RESORT

12/20/16 - 01/03/17 **MAIN BUILDING:**
COTTAGES / VILLAS:
Reservations must be guaranteed 48 days prior to arrival and are non refundable.

VIVE HOTEL WAIKIKI

12/18/15 - 01/03/16 Any cancellations received within 17 days prior to arrival and no shows will be assessed a full stay's room and General excise tax.

WAIKIKI PARC HOTEL

12/28/16 - 01/02/17 Any cancellations received within 33 days prior to arrival and no shows will be assessed a full stay's room and General excise tax.

WAIKIKI RESORT HOTEL

12/23/16-01/02/17 Any cancellations / Revision, / No show within 33 days of arrival shall be subject to a charge equal to the first 2 nights room rate plus applicable taxes

ADDITIONAL HIGH/PEAK

HOTEL
Effective **Cancellation Penalties**
Dates

TURTLE BAY RESORT

01/04/16 - 12/19/16 Any cancellations/No shows/Early check out within 17 days prior to arrival will be assessed a cancellation fee equal to all nights reserved plus tax..

VIVE HOTEL WAIKIKI

01/04/15 - 12/17/15 Any cancellations received within 10 days prior to arrival and no shows will be assessed a 2 nights room and General excise tax.

WAIKIKI PARC HOTEL

01/03/16 - 08/31/16 Any cancellations received within the 33 days prior to arrival and no shows will be assessed a full stay's room and General excise tax. (maximum of 3 nights)

WAIKIKI RESORT HOTEL

01/04/16 - 08/31/16 Any cancellations / Revision, / No show within 10 days of arrival shall be subject to a charge equal to a 1 night room rate plus applicable taxes

The booking agent assumes a minimum 1 night penalty with tax for cancellations received within 4 days of arrival year round and/or specified below. Additional penalties below.

CHRISTMAS/NEW YEAR/PEAK

**HOTEL
Effective
Dates**

Cancellation Penalties

ISLAND OF MAUI - INDIVIDUAL HOTELS

GRAND WAILEA A WALDORF ASTORIA RESORT

12/20/16 - 01/02/17 All reservations must be guaranteed within 63 days prior to guest arrival. From this point on, a 100% fee will be assessed on any changes. Absolutely NO changes (i.e.: date changes, reduction of total room night stays and category downgrades, no shows, etc.), will be assessed a cancellation of 5 nights room and tax.

HONUA KAI RESORT & SPA

12/23/16 - 01/05/17 Cancellations after October 29, 2016, early check outs, and no shows will result in full forfeiture of room and tax for the entire stay.

KA'ANAPALI BEACH HOTEL

12/18/16 - 01/03/17 Cancellations received on or after November 28, 2016, will be assessed and billed a full stay charge plus tax.

MAKENA BEACH & GOLF RESORT

12/20/16 - 01/02/17 Cancellations on or after November 13, 2016 will be charged for the full stay.

MAUI COAST HOTEL

12/21/16 - 01/03/16 Cancellations received within 24 days of scheduled arrival date will be charged the full contracted room rate and tax.

MONTAGE KAPALUA BAY

12/21/15 - 01/04/16 For cancellations received within 93 days prior to arrival, will be charged for the full stay plus tax penalty.

NAPILI KAI RESORT

12/15/16 - 01/06/17 For cancellations on or after August 29, 2016, will be charged for the full stay plus tax penalty.

THE PLANTATION INN

12/18/16 - 01/03/17 Any rooms cancelled after November 28 2016 will be assessed and billed a Full Stay charge, room and GET. Any check out earlier than the confirmed departure date or no shows will incur a Full Stay charge.

TRAVAASA HANA

12/23/16 - 01/05/17 Reservations cancelled within 48 days of arrival date will result in full forfeiture.

ADDITIONAL HIGH/PEAK

**HOTEL
Effective
Dates**

Cancellation Penalties

GRAND WAILEA A WALDORF ASTORIA RESORT

01/02/16 - 09/01/16 Any cancellations received within 8 days of arrival, will be charged a 2 nights guestroom cancellation fee plus 4.166% Hawaii State Tax will be assessed.
11/21/16 - 11/26/16
01/03/17 - 03/31/17

09/02/16 - 11/20/16 Any cancellations received within 4 days of arrival, will be charged a 2 nights guestroom cancellation fee plus 4.166% Hawaii State Tax will be assessed.
11/27/16 - 12/19/16

HANA KAI-MAUI RESORT

01/01/16 - 12/31/16 Cancellations made 17 days or prior will be assessed a \$50 fee. Deposit is forfeited with less than 17 days notice of cancellation. No shows will be billed in full. Cancellation fees are per unit if multiple units are reserved.

HOOILO HOUSE

01/01/16 - 12/31/16 Any cancellations received within 33 days prior to guest(s)' arrival date and all no shows will be assessed the full stay.

HONUA KAI RESORT & SPA

01/05/16 - 12/22/16 All reservations are considered guaranteed. Cancellations within 24 days of arrival will be charged 2 nights' room and state tax of 4.166%

KA'ANAPALI BEACH HOTEL

01/05/16 - 12/17/16 Any cancellations received within 4 days prior to arrival, will be charge a 2 nights charge room plus GET tax.
01/04/17 - 03/31/17

MAUI COAST HOTEL

01/04/16 - 03/31/16 Cancellations received within 17 days of scheduled arrival date will be charged 4 nights room rate and tax.
07/01-16 - 08/20/16

04/01/16 - 06/30/16 Cancellations received within 10 days of scheduled arrival date will be charged 1 nights room rate and tax.
08/21/16 - 12/22/16

MONTAGE KAPALUA BAY

01/05/15 - 12/20/15 If a reservation is cancelled or revised 17 days or less prior to arrival and early check out is subject to a 2 nights penalty equal to 2 nights room rate and tax.

NAPILI KAI RESORT

01/07/16 - 12/14/16 If a reservation is cancelled or revised 17 days or less prior to arrival and early check out is subject to a 2 nights penalty equal to 2 nights room rate and tax.

THE INN AT MAMA'S FISH HOUSE

01/01/16 - 12/31/16 Cancellations received within 33 days of arrival date will incur a full stay penalty.

THE PLANTATION INN

01/05/16 - 12/17/16 Cancellation notice is required 18 days prior to arrival to avoid a 2 nights charge, room plus GET for all arrivals.
01/04/17 - 03/31/17 No shows result in full stay charge, room plus GET.

TRAVAASA HANA

01/06/16 - 12/22/16 Cancellations within 13 days of arrival will be charge a 2 nights room and tax. No shows will be assessed equal to the full amount of the total length fo stay.

The booking agent assumes a minimum 1 night penalty with tax for cancellations received within 4 days of arrival year round and/or specified below. Additional penalties below.

CHRISTMAS/NEW YEAR/PEAK

HOTEL
Effective **Cancellation Penalties**
Dates

ISLAND OF KAUAI - INDIVIDUAL HOTELS

KOA KEA HOTEL & RESORT

WAIMEA PLANTATION COTTAGES

12/20/16 - 01/05/17 Any cancellation within 33 days prior to arrival date, will be assessed to a 2 nights room and tax.

ISLAND OF HAWAII - INDIVIDUAL HOTELS

MAUNA LANI BAY
12/21/16 - 12/31/16

ROOMS:
Cancellations received on or after September 27, 2016 will be assessed a full room revenue charge for a cancellation, date or name changes

SUITES:
Cancellations received on or after August 28, 2016 will be assessed a full room revenue charge for a cancellation, date or name changes

BUNGALOWS:
Cancellations received on or after August 28, 2016 will be assessed a full room revenue charge for a cancellation, date or name changes.

ADDITIONAL HIGH/PEAK

HOTEL
Effective **Cancellation Penalties**
Dates

KAUAI COUNTRY INN

01/01/16 - 12/31/16 If you cancel your accommodation less than 63 days prior to check-in you are due to pay the full amount of your original lodging reservation. Cancellations received more than 60 days prior to your check-in date will receive a full refund, less a \$50 administrative fee.

KOA KEA HOTEL & RESORT

01/01/16 - 12/15/16 Any cancellation and no shows within 17 days prior to arrival date will be assessed a 2 night penalty.
12/16/16 - 05/01/17

WAIMEA PLANTATION COTTAGES

01/04/16-12/19/16 Any cancellation and no shows within 4 days prior to arrival date will be assessed a 2 night penalty.
01/06/17 -03/31/17

MAUNA LANI BAY

01/01/16 - 12/20/16 **ROOMS:& SUITES**
01/01/17 - 03/31/17 Cancellations within 4 days prior to arrival, will be charge a 2 nights revenue plus applicable Hawaii State and hotel taxes combined will be assessed.

01/01/16 - 12/20/16 **BUNGALOWS:**
01/01/17 - 03/31/17 Cancellations within 17 days prior to arrival, will be charge a 2 nights revenue plus applicable Hawaii State and hotel taxes combined will be assessed.

THE CHALET KILAUEA COLLECTION

01/01/16 - 12/31/16 Cancellations received within 4 days of arrival day, will be assessed the full room revenue.

MAHALO

Adherence to the cancellation policies of Hawaii properties is the responsibility of agencies booking through Sun Islands Hawaii.