

Welcome Info

Kauai Vacations at Hanalei Bay Resort

Aloha!

I'm so glad that you have decided to share my home in paradise! I would like to go over a few important details about staying in my privately owned condo. Please review this document as it contains important information for your stay. Please contact me with any additional questions or concerns.

GENERAL REMINDERS:

- The air conditioners are designed to run only when the lanai doors are closed. Please help us to keep costs down by turning off the AC when the doors are open or you are not in the unit.
- Please take the trash out daily, and place it beside the pathway outside for the resort housekeeping to pick up.
- Please do not move any furniture in the unit.
- Please do not feed the birds, including the Nene (large Hawaiian goose) which is state protected.

CHECK-IN:

Check-in time is at 4:00 pm.

The keys to your unit are available from the front desk when you arrive – just give them your name and room number. There are bellmen with golf carts to help transport your luggage to the room and around the resort, including to and from the beach, free of charge. The front desk will ask to keep a credit card on file in case you want to charge activities or food to your room, as well as to charge the resort fee at check-out time. The resort fee (\$26, subject to change) covers self-parking, WIFI, bell service around the property, access to the resort amenities.

CHECK-OUT:

Check-out time is at 10:00 am.

On check-out day, please load all dirty dishes in the dishwasher and turn it on (applicable only to unit 7102). For 7101, please hand wash all dirty dishes. Please also rinse off all beach items for the next guest to enjoy. Remember to turn off the lights and air conditioners, lock the lanai doors, and return your keys to the front desk.

ISSUES OR DAMAGES:

If during your stay you discover something needing repair or replacement, please call or text the myself, the owner. If you damage anything during your stay please let me know as soon as possible so that I can repair or replace the item for the next guest.

Lisa Steele, owner: (530) 210-4400

Michelle Beeson, housekeeper: (808) 651-4689

Remember, in lieu of a security deposit any damages or additional cleaning required will be charged to the credit card on file per the rental agreement.

TRAVEL INSURANCE:

I would highly suggest purchasing trip insurance for your stay. This covers unplanned events that could cause you to have to cancel your trip. There are many companies available to choose from such as Travel Guard and InsureMyTrip.

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RESTAURANTS:

The Bali Hai Restaurant is currently closed. The Happy Talk Lounge reopened in February 2016, and serves lunch and dinner with music from 3 pm until 9 pm. There are several other restaurants nearby at the Princeville Resort, the Westin, Pali Ke Kua, in the Princeville shopping center, and many in Hanalei and Kilauea as an alternative.

PLANNING YOUR TRIP:

Please feel free to ask me questions about your trip as well as the condo and resort. I would also recommend viewing the Kauai TripAdvisor forum to see what people have been doing on their vacations to the island.

https://www.tripadvisor.com/ShowForum-g29218-i304-o20-Kauai_Hawaii.html

I am looking forward to having you as my guest!

Mahalo,
Lisa Steele