

www.WestMauiVacationCondo.com
Really Simple Terms and Conditions

We at the West Maui Vacation Condo have made every attempt to provide a safe and clean condo for your stay. If at any time you are unhappy, we need to know as soon as possible so that we have a chance to correct the problem. We have repair and cleaning crews available to fix most anything. If something goes really wrong and you need immediate attention, please go see the property manager in Unit 1A.

We try to give really fair prices because we love Maui and like to help make magical vacations happen for everyone. So in order to do this we have to keep costs down. Once you arrive at the West Maui Vacation Condo, you will realize that you got a spectacular condo for a really great deal.

We are GREEN leaning. For us, this means less impact on the environment and translates into keeping the utility costs low. Maui is installing windmills for cleaner, cheaper energy. It will be sometime before we see the impact on costs. Meanwhile if you could please consider a few things. Please open the louvers in the front door, bedrooms and living and dining room. Most of the times - even during the summer, there is a breeze that comes off the mountains that is amazingly nice and cool. Turn ON all the fans. This helps keep the condo cool and air moving through it. Consider using your towels more than once. Please leave on the fans but shut all lights and appliances (TVs, etc) when you leave to go out to explore the wonderful island of MAUI.

When you are ready to check-out, please turn EVERYTHING OFF and please take out the trash. If you do not, you will be charged an additional fee of 10% of the rental. The reason - sometimes depending on schedule, the cleaning crew might just come in and take the towels and leave. They do not necessarily pay attention to what is turned on. So the utilities will continue to run until they come back, the next day or the next week. One time, there was no rental for a month so the cleaners did not come back for almost a month. The A/C ran on high for almost a month. The utility bill was \$525.00. Once you ready to check out, you can pile the dirty towels up on the travertine floor for the cleaners. We have decided to have one price for the summer (May - September) and one price for all other times (September - May). We do not raise prices for specific holidays.

Generally we ask that payment be made at time of making the reservation. If you need some extra time to pay, let us know, we can work with you. Our refund policy is that you call and let us know 60 days before arrival that you have to cancel. Please also e-mail us notification at Manager@WestMauiVacationCondo.com. We will refund 50% of the rental. This helps us to cover costs and cover some of the time in order to post the opening again. If you have to cancel less than 60 days before your trip, your refund will be 25% of the rental. Another option besides canceling is to re-schedule. We don't mind that at all. Just let us know when and we will work you into the schedule.

Occupancy and pricing is for 5 guests. If you have more than 5, please let me know. There will be an additional charge of \$15 per day. If there are more than 5, believe me, I will hear about it. If this happens, you will be asked to leave and forfeit the balance of your booking.

Check in is at 3 PM and Check out is 11AM. I don't like to do back to back bookings, but sometimes there is. So the cleaning crew needs time to clean and prepare for the next guest. If you have a late flight out, please let me know if you need check out after 3 pm. There will be an additional \$75 charge if the cleaning crew ok's it.

Credit Card - we clear credit cards on-line with a secure merchant processing clearing house (SSL) at time of reservation. For checks/money orders - Checks and money orders are accepted. Please ask for mailing address. Once we have cleared the payment, we will e-mail you 2 documents. One document is for things you need to know such as parking space, lock box code and Unit #. The other document is for directions to the condo and rules that you need to know. For example, quiet time is from 10 pm to 6 am the next morning.

In addition to the rental costs, there are some extra costs. There is the damage fee of \$200, there is the tax (it's high - 12.41%), cleaning fee of \$120, and there is an on island management fee 3% that covers any potential problems issues such as plumbing issues, broken window, etc. Also, our terms and conditions are subject to change without notice. Damage fee is refunded if there are no issues but may take up to 60 days as we like to check the electric bill for excessive use. So far we have only had an issue once and we billed the guest.

If you don't receive a refund back on your credit card 60 days out, please e-mail me, I just forgot. If there are issues, I will send an itemized bill and receipts.

Where is West Maui Vacation Condo?

Generally you can tell others you are on famed North Kaanapali Beach, towards the northern tip. If you keep going north on Lower Honoapiilani Rd you will run into Kahana, Napilli, and Kapalua.

Thank you,
West Maui Vacation Condo