

Hale Nalo's Terms and Conditions of Rental

By submitting a reservation with the "Terms and Conditions" box checked, you're confirming that you have read, understand, and agree to the following:



- **Deposits and Payments:** a 50% deposit is required to book; we auto-charge the balance 8 weeks prior to arrival; reservations made inside of 8 weeks pay in full. You may consider this reservation "confirmed" once we've charged your credit card. (Email confirmations upon request.)
- **Cancellation** with minimum 8 weeks notice: full refund less cancellation fee (\$50); with less notice, we refund *re-booked nights*, minus cancellation fee.
- **Hale Nalo is Private Property. Registered Guests enjoy exclusive use.**
- **Adults only 30+:** Designed by — and for — mature adults seeking a tranquil retreat-like environment. (If you're under 30, but feel we're a good fit, please write :)
- **Smoking** is not permitted anywhere on property.
- **Guest Communications:** Should you experience any sort of problem, need anything, or have a suggestion for improvement, please bring it to our attention *right away*. We value your input and want you to have a great stay.
- **Security Deposit:** In lieu of a security deposit, you hereby authorize us to charge your credit card for any damages (including accidental). Group (2+ bookings) will incur a security deposit.
- **Garden Suites:** Guests who book a Garden Suite may be moved to the other one without notice.
- Should unforeseen circumstances cause us to cancel your reservation, you agree to accept a full refund of monies paid as full compensation.
- Taxes @ 14% and the cleaning fee are not included in the room rate.
- You may not end this rental agreement because of service interruption beyond our control (e.g. electrical outage). Refunds will not be issued for voluntary early check-outs.
- **Engaging in illegal activity or being in violation of any of these Terms & Conditions is grounds for your eviction and forfeiture of rental rights and monies paid.**



The blah blah blahs...

These Terms and Conditions represent a contract between Hale 'Nalo ("we", "us") and you (the Guest making this reservation). We reserve the right to refuse service to anyone for any reason. Disclaimer: Guests, for themselves and their respective heirs, personal representatives, successors and assigns, hereby release Hale 'Nalo and its Owner from all claims resulting from, or in connection with Hale 'Nalo, including any claim for personal injury or death and any and all loss, liability cost and expense resulting from any claim. Any dispute will be resolved by arbitration conducted in Honolulu, Hawaii, under the Commercial Arbitration Rules of the American Arbitration Association.

Please inquire *prior to booking* if you have any questions. *Mahalo!*