

TROPICAL STUDIOS AT MARINE SURF WAIKIKI

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RENTAL POLICIES FOR “TROPICAL STUDIOS” AT “MARINE SURF WAIKIKI”

COVID-19 Protocols

Face Covering

The masks/face coverings are required in all common areas - lobby, elevators, parking etc.

Pre-Travel Testing

All travelers to Hawaii are currently required to get a negative COVID-19 test prior to travel to avoid mandatory 10-day quarantine. Full info: <https://hawaiicovid19.com/travel-partners>

POSITIVE TEST = FREE DATE CHANGE. If positive COVID-19 test prevents you from travel, we will offer free date change for all reservations with exception of “non-refundable rate”

Pool Restrictions

Swimming Pool usage at Marine Surf is currently limited to 8am – 5pm. You will need to ask front desk staff or building security to open and let you in. You will have entire area just to yourself.

Enhanced Cleaning

We are following enhanced cleaning and sanitizing process recommended by experts and CDC. All high touch surfaces are being disinfected using chemicals. All linens are washed in high temperature. Our cleaning team always wears PPE while at work.

NO Smoking

Entire MARINE SURF WAIKIKI is a %100 smoke free property & all condos are nonsmoking units!

There are no exceptions to this rule. Please do not reserve a condo if you cannot respect this. Some of our guests are allergic to smoke and we need to do everything in our control to respect their comfort level.

Smoking on lanais (balcony) is also NOT allowed. **\$250 cleaning fee** will be added to your bill if smoke is detected in the condo upon your departure. Additionally, the Marine Surf Waikiki does not allow smoking in any of the public areas including the lobby, elevators, hallways, laundry rooms and the lanais located on each end of the hall corridors.

NO Pets

No pets are not allowed in the condos or in the common areas of the building.

NO Parties

These condos are located in a residential/hotel building. We kindly ask you to be respectful of your neighbors in condos surrounding the one you rent. Quiet hours in the building are from 10:00 pm to 7:00 am. Late night parties and loud discussions on the lanais after 10:00 pm will not be tolerated.

Confirming Reservation

If your booking was made using one of the full-service vacation rental booking systems (Airbnb / Expedia / TripAdvisor / HomeAway / Booking.com etc.) their respective policies will apply.

When booking directly with TROPICAL STUDIOS– a reservation deposit of \$200 will be required to reserve the dates of your stay.

If you make your reservation less than 14 days prior to check-in date the full amount is due at the time of booking.

Full amount will be collected from the same credit card 14 days prior to your check-in date. We will email you an updated confirmation invoice.

If you wish to use a different form of payment to pay the full amount, please contact us by phone or email.

We will also ask for a written statement that you have read and agree with all terms and policies specified in this document (email is OK). There is no need to print or scan.

Payment methods accepted:

Credit card payments - info needs to be provided via our website when making a booking or over the phone.

PAYPAL: info@waikikistudios.com & VENMO: @TropicalStudios

Cancellations

If your booking was made using one of the full-service vacation rental booking systems (Airbnb / Expedia / TripAdvisor / HomeAway / booking.com etc.) their policies will apply.

When booking directly with TROPICAL STUDIOS:

“Standard Rate”

All cancellations must be in writing (email is OK).

Full refund for cancellations more than 15 days prior to check-in date.

Deposit (1-night stay with tax) becomes not refundable 15 days prior to check-in date.

Full payment (including taxes & fees) becomes not refundable 7 days prior to check-in date.

“Non - Refundable” Option - %10 discount

Full payment required to confirm the reservation. Absolutely no refunds under any circumstances. Book at your own risk & only if your vacation is %100 confirmed or if you have travel insurance that protects you.

High-speed Internet

We currently provide free, wired and Wi-Fi high-speed internet access in all our condos.

Wi-Fi network name and password are on the Fact Sheet in each room.

Studio categories & unit assignment

We have only 2 apartment categories (STANDARD & PREMIUM). Within these categories, all our units are almost identically furnished and differ only in decorative details and represent identical standard and value. Most of them offer a nice city view. We reserve the right to change your unit assignment (within the booked category or higher) at any time prior to check-in.

If your booking was made using one of the full-service vacation rental booking systems (Airbnb / Expedia / TripAdvisor / HomeAway / booking.com etc.) their policies will be applied.

Changes to your Reservations

If your booking was made using one of the full-service vacation rental booking systems (Airbnb / Expedia / TripAdvisor / HomeAway / booking.com etc.) their policies will be applied.

When booking directly with TROPICAL STUDIOS: If you require a change to your reservation, please let us know as soon as possible. Changes to your reservation less than 15 days ahead may not be honored depending upon the time of year the change is made. Acceptance of a change is at TROPICAL STUDIOS discretion and will be stated in writing. A three-night minimum exists for all stays if you decrease the duration of your existing reservation. Additionally, a change in the length of your stay may alter the rate shown on your Invoice.

No-show

We are a small company and cancellations, and no-shows affect us greatly! We understand that certain circumstances occur which may require you to cancel your reservation at the last minute. Instead of not showing for your check-in and honoring your reservation, we ask that you PLEASE let us know AS SOON AS POSSIBLE in the event you do need to cancel, so we may be able to still rent the condo on a last-minute basis. This is the only way we can assure the quality and continue offering discounted rates for our future guests.

Security Deposit

Credit card information on file is required as a security deposit for all rentals, regardless of final payment method. Tenants are responsible for all damages and for missing items. Damage and breakage caused by a tenant should be reported immediately. Renters assume liability for any damage to condos or contents.

If no Credit Card can be provided prior to check in a cash security deposit of \$ 500.00 will be required. This will be refunded upon the check-out.

We reserve the right to authorize up to \$500 on your credit card for the duration of you stay for Security Deposit guarantee.

If your booking was made using one of the full-service vacation rental booking systems (Airbnb / Expedia / TripAdvisor / HomeAway / booking.com etc.) their policies will be applied.

Photo ID for Self-check-in

All adult guests will be asked to provide us with a photo id prior to arrival.

Marine Surf Waikiki is a well-secured building, and all adult guests (18 and older) are required to be registered with our security office. Since our business operates mostly on a self-check-in basis we need to be able to preregister you prior to your arrival. Otherwise, you may experience a delay during the check-in process. We will provide you with easy-to-follow self-check & parking instructions after receiving it.

Equipment & Supplies

For your convenience, each studio is equipped and re-stocked with following items upon your check in. We do not re-stock any supplies even for extended stays; only starter amounts are provided - enough for 3-5days.

Kitchen: fridge / stove / microwave / rice-cooker / blender / coffee maker (single K-cups) / pots and pans / dishes and silverware / variety of cooking gadgets / basic cleaning supplies / paper towel

Living area: 4 pillows and 2 sets of linens – for queen size bed and queen sofa-sleeper /AC unit / table & chairs for dining & workspace / Flat screen TV with basic cable / Fast & reliable WIFI

Bathroom: shower & bathtub / shampoo + conditioner + body soap / bathroom towels / hair dryer / ironing set / bidet / toilet paper

Closet: 2 beach chairs / sun umbrella / 4 beach towels / boogie boards / vacuum / dry mop / hangers / travel-crib

If any of these items are missing or are defective – please let us know as soon as possible.

Cleaning Fee

A one-time, mandatory, flat rate, non-refundable \$100 + tax cleaning fee is added for all stays. Guests are expected to leave the condo neat and clean to avoid additional charges for major cleaning and damages. An additional cleaning fee will be charged to your account if the condo is not left reasonably clean.

If your booking was made using one of the full-service vacation rental booking systems (Airbnb / Expedia / TripAdvisor / HomeAway / Booking.com etc.) that fee was already included in the price you paid.

There is no daily housekeeping service included in regular reservation. Mid stay housekeeping / maid service can be provided for \$75each and needs to be pre-arranged in advance.

Damages to Condo or Contents

Guests are responsible for all damages to the condo and/or its contents and will be charged for repairs and/or replacement of all items damaged during your occupancy. We make every attempt to replace broken items with like or similar items, but in the event an item cannot be repaired, or a part replaced, the guest is responsible for the cost to replace the entire item.

Laundry Machines – Washer & Drier

Card-operated washer and drier are located on each floor. The laundry card is funded by using the machine located in the lobby by the mailboxes (cash only). The laundry card is provided (\$0 balance) and must be left in the condo when you check-out. A charge of \$10 will be debited from your account if you fail to leave the card or the card is lost. Washer & drier cost \$1.50 each. A few laundry pods are under the kitchen sink.

Check-in and Check-out times

Guaranteed check-in time is 3:00 pm and check-out time is 11:00 am unless previous arrangements have been made. We make every attempt to accommodate guests promptly upon arrival, but due to scheduling and room cleaning, there may be a delay in gaining access to your room if arriving prior to 3:00 pm. We appreciate your understanding and thank you in advance.

The only way to have a guarantee of early check in (before 3:00 pm) or late check – out (after 11:00 am) is to book an extra night.

Early check-in requests

If the condo is not booked on the night before your check-in date, we will be happy to offer you a free early check-in. We will NOT commit to accommodate this request up until the day of your arrival.

If you arrive after 11:30am you should be able to park your car and drop off your bags.

Late check-out requests

If the condo is not booked the night of your departure, we can offer you a late check-out (before 8pm) for a one-time charge of \$75.00. Please be advised that this offer is only good if the condo is NOT booked the night of your check-out. In the event the condo is booked by another guest, the late check-out will not be offered, and check-out time will remain at 11:00 am.

We will NOT commit to accommodate this request up until 1 day prior to your departure.

The only way to have a guarantee of early check in (before 3:00 pm) or late check – out (after 11:00 am) is to book an extra night.

Luggage Storage Before Check-In and after Check-out

Please be advised that since this is a private condominium, there is no guarantee of free storage being available for your luggage before or after your stay. Arrangements can however be made usually with building security and front desk personnel during their working hours.

If you arrive early, we might be able to allow you to store your bags during the time our housekeeping team is servicing your unit. This shall be requested upon arrival and will be dependent on the housekeeping team schedule.

Parking and vehicle size limitation

In the event you plan on renting a car, 1 parking stall in the Marine Surf Waikiki is included with your rental at no additional cost. Instructions will be shared with you prior to arrival.

Please be advised that the maximum height for any vehicle entering the garage is 6'-2". When renting a car, particularly an SUV, verify the height with the rental agency prior to collecting the car. TROPICAL STUDIOS accepts no responsibility for damages to any vehicle when parked in the garage.

Lost or Missing Keys

Due to the high cost of the electronic security keys, any lost security key will be replaced at a cost of \$50.00 each and will be charged to your account. It is your responsibility to leave all sets of keys in the condos when you check-out. If sets of keys were separated during your stay they must be placed together on the rings as you found them before you check-out.

In the event the locks must be changed (due to unreturned keys), you will be charged \$200.

Lockout Charges

Please always keep a key with you to prevent accidental lockouts. In the unfortunate event you are locked out of the condo without keys, a \$50 lockout charge may be assessed for someone to come and let you in your property, regardless of circumstances. It is the responsibility of all occupants and guests of the condo to verify when leaving they have their keys, and the door to the condo is properly closed and locked.

Items Left in Units

TROPICAL STUDIOS cannot be held responsible for personal items left in rental units. However, we will make every prudent effort to return items to you, given prompt notification of loss. Please let us know what you forgot within 7 days of your departure if you wish your property returned. We will ship to you and ask you to pay the cost of shipping. Any items not claimed within 14 days will be donated to charity.

Renovations to the Condos

We continuously upgrade our properties and reserve the right to make modifications to the interiors as necessary without notice. Updated photographs will appear on the website after alterations are made to the condos.

Trash

It is the responsibility of each tenant to dispose of his or her garbage. Trash chutes are located on each floor in the laundry room. Trash should be removed from the condo upon departure.

Injury

TROPICAL STUDIOS will not be responsible for accidents that occurred on or because of rental property. Agent will not be held responsible for acts of theft or vandalism or damage to guest's personal property.

Severe Weather and Refund Policy

Refunds will not be given for late arrivals or early departures. If hurricanes or other extreme weather conditions occur and you choose to leave before the end of your reservation, no refund will be given.

Occupancy and Age Requirements

The maximum number of persons allowed in each studio is 4. Children are counted if older than one (1). This represents the total number of people allowed to occupy the property inside or outside, day or night.

Check-out Procedures

Our condos are rented with the understanding that you will leave the property neat and tidy just as you found it when you checked in. Please observe the following:

- **KEYS:**

Please leave BOTH sets of keys **on the kitchen counter inside the apartment** or **inside the mailbox with your unit number in the lobby.**

* Elevator will take you to the first floor (lobby level) without the FOB KEY.

* Your car will exit parking structure without the FOB KEY.

- **PLEASE DO NOT** strip bed linens or launder sheets and towels.
- Please wash all the soiled dishes, glasses, and silverware
- Remove all trash from the kitchen and bathroom and dispose of in the trash chutes located in the laundry room on each floor.
- If furniture has been moved, please relocate it to the position you found it in when you checked in.
- Close the sliding door to the lanai.
- Remove all personal belongings from closet and dresser drawers
- Place all soiled towels in the bathtub.
- Make sure to close the door completely when you leave.