

## Hana's Heaven House Policies

Following are our House Policies for Hana's Heaven. All renters are required to follow these guidelines to insure the safety of the cottage and guests as well as respect the neighbors.

A **maximum of four (4) guests** are allowed to occupy the house overnight at any given time. If at any time the number of guests occupying the house exceeds the number agreed upon, the owner reserves the right to terminate the rental and ask the renters to vacate the house. If the rental is terminated no funds will be returned. We do not allow children under the age of 12 years old as our cottage is not designed for younger children.

The renter agreeing to the contract is responsible for the correct and decent behavior of his/her party, including the supervision and safety of all young persons at all times.

The **renter is responsible** for maintaining the house and grounds in good condition. Furniture should be kept in place and not be moved. Furniture, furnishings, equipment, etc. should not be removed from property for any reason. If any property is damaged or lost, this should be reported to the owner as soon as it is known so that appropriate action can be to repair or to replace property. Hana's Heaven is for the enjoyment of registered guests only. No exceptions are made to this policy.

The renter is expected to maintain the general cleanliness of the house. **The kitchen must be left clean upon departure.** All dishes, silverware, pots, pans, etc. must be washed and stored. Garbage and extra food should be disposed of before departure. There is a large trash can located near the cottage front steps. If the kitchen is not clean, the owner may charge as appropriate for cleaning. **No pets** are allowed and **no smoking** is permitted in the house or on the lanais. **No camping** is allowed on the property.

### **Noise:**

We maintain quiet hours from 9:00pm to 8:00am. During this time please make sure that the noise level remains low and will not disturb the neighbors. We prohibit making sound that is audible beyond the property boundaries during non-quiet hours that is inconsistent with normal levels in a residential area.

### **Safety:**

Smoke detectors are located in the bedrooms and main living room. If the smoke detector goes off, please exit the cottage promptly by following the exit plan. Call 911 and alert the fire department and then call us at: 808-344-2045.

The **fire extinguisher** is located on the wall near the kitchen and the south side bedroom.

### **Parking:**

There are two designated parking places directly in front of the cottage. Please use only these provided spaces.

### **Check In/Check Out**

Check in time is at 3:00pm on the day of your scheduled arrival and check out time is at 11:00am on the day of your scheduled departure. If you require a different check in or check out time, we may be able to accommodate you depending on availability. Please be advised this must be arranged in advance.

### **Complaints:**

We make every effort to maintain the house and grounds in good condition at all times. However, if there are problems, it is the duty of the renter to notify us. Any complaints about the property upon arrival must be made by telephone, email, or in person to the owner within 24 hours of arrival so that the owner can take appropriate steps to correct any problems. Any problems that occur during the rental period should be reported immediately to the owner so appropriate action may be taken promptly.