

**SUN ISLANDS HAWAII
2010 / 2011
HAWAII HOTELS and CONDOMINIUMS
SEASONAL BOOKING MINIMUM NIGHTS and CANCELLATION CHARGE POLICIES**

2010

Absence of a hotel minimum night cancellation charge policy on this list does not mean a cancellation policy does not exist.
Please be sure to double check the minimum nights and cancellation penalties for properties booked especially during these peak periods.

The booking agent assumes a minimum one (1)-night penalty for cancellations received within four (4) days of arrival year round or as specified below. Additional seasonal penalties are listed below

<u>CHRISTMAS/NEW YEAR/PEAK</u>			<u>ADDITIONAL HIGH/PEAK</u>		
<u>HOTEL</u>	<u>Effective Dates</u>	<u>Cancellation Penalties</u>	<u>Min Stay</u>	<u>Effective Dates</u>	<u>Cancellation Penalties</u>
2010 MAJOR CHAINS					
ASTON HOTELS & RESORTS					
				*All islands	
				Rest of season	2nts w/in 4 days of arrival
				Except *Aston Waikiki Beach Tower	
				Rest of season	2nts w/in 10 days of arrival
					NO SHOW will be charged 2nts
STARWOOD HOTELS & RESORTS					
				*St Regis Princeville Resort	
				4/1/10 - 12/15/10	2nts w/in 10 days or arrival
				*Maui	
				4/1/10 - 12/15/10	2nts w/in 4 days of arrival
2010 OAHU					
HALEKULANI					
				Rest of season	Junior Ocean Suite, Pool View Suite, Luxury Suite and Diamond Head Suite: 1nt w/in 33 days of arrival
HILTON HAWAIIAN VILLAGE					
				Rest of season	EARLY CHECK-OUT will be charged a \$100.00 Early Departure Fee
THE KAHALA					
				Rest of season	
				Beachfront and Specialty Suites:	1nt from 33 - 10 days prior to arrival; Full stay w/in 10 days of arrival
2010 MAUI					
EKAHI VILLAGE					
				Rest of season	2nts w/in 4 days of arrival
					NO SHOW will be charged 2nts; EARLY CHECK OUT will be charged the full stay
EKOLU VILLAGE					
				Rest of season	2nts w/in 4 days of arrival
					NO SHOW will be charged 2nts; EARLY CHECK OUT will be charged the full stay
FAIRMONT KEA LANI					
				Rest of season	Suites: 2nts w/in 10 days of arrival
					Villas: 2nts w/in 24 days of arrival
					NO SHOW will be charged the full stay
FOUR SEASONS RESORT WAILEA AT MAUI					
				Rest of season	2nts w/in 24 days of arrival
					No Shows will be charged 2nts
GRAND WAILEA RESORT HOTEL & SPA					
				Rest of season	2nts w/in 17 days of arrival
					No Shows will be charged 2nts
					Early check out will be charged 1nt
HONU KAI RESORT & SPA					
				Rest of season	2nts w/in 10 days of arrival
					No Shows will be charged the full stay
HOTEL HANA MAUI					
				Rest of season	1nt w/in 13 days of arrival
KAANAPALI BEACH HOTEL					
				Rest of season	2nts w/in 17 days of arrival
					NO SHOW and EARLY CHECK-OUT will be charged the full stay (minimum standard cancellation fees)
THE KAPALUA VILLAS					
				Rest of season	2nt w/in 4 days of arrival

The booking agent assumes a minimum one (1)-night penalty for cancellations received within four (4) days of arrival year round or as specified below. Additional seasonal penalties are listed below

<u>CHRISTMAS/NEW YEAR/PEAK</u>			<u>ADDITIONAL HIGH/PEAK</u>		
<u>HOTEL</u>	<u>Effective Dates</u>	<u>Cancellation Penalties</u>	<u>Min Stay</u>	<u>Effective Dates</u>	<u>Cancellation Penalties</u>
...2010 Maui continued...					
MAUI COAST HOTEL				Rest of season	2nts w/in 4 days of arrival
NAPILI KAI BEACH RESORT				Rest of season	2nts w/in 17 days of arrival NO SHOW will be charged 2nts
PLANTATION INN				Rest of season	2nts w/in 18 days of arrival NO SHOW will be charged the full stay
THE RITZ-CARLTON KAPALUA				Rest of season	2nts w/in 10 days or arrival
ROYAL LAHAINA RESORT				Rest of season	2nts w/in 4 days of arrival NO SHOW will be charged 2nts
2010 KAUAI					
CLIFFS AT PRINCEVILLE				Rest of season	Full w/in 10 days of arrival NO SHOW will be charged full stay
KAUAI BEACH RESORT				Rest of season	*Early check out will be assessed a one time fee of \$50.00
WHALER'S COVE				Rest of season	Full w/in 10 days of arrival NO SHOW will be charged full stay
2010 HAWAII					
FAIRMONT ORCHID HAWAII				Rest of season	2nts w/in 17 days of arrival; except for Presidential Suite, Gold Presidential Suite, Oceanfront Suites 1 and 2 Bedrooms and Gold Ocean View Executive Suite will be charged 2nts w/in 33 days of arrival No Shows will be charged 2nts
FOUR SEASONS RESORT - HUALALAI				Rest of season	2nts w/in 24 days of arrival No Shows will be charged 2nts
KONA VILLAGE RESORT				3/28/10 - 4/10/10 11/20/10 - 11/27/10 Rest of season	2nts w/in 63 days of arrival 7nts minimum stay; 2nts w/in 63 days of arrival 2nts w/in 17 days of arrival NO SHOW will be charged 2nts; EARLY CHECK OUT will be charged 1nt
MAUNA KEA BEACH HOTEL				Rest of season	2nts w/in 17 days of arrival
MAUNA LANI BAY RESORT				Rest of season	2nts w/in 17 days of arrival
ROYAL KONA RESORT				Rest of season 10/4/10 - 10/9/10	2nts w/in 4 days of arrival NO SHOW will be charged 2nts Full stay if cancelled on or after 9/1/10 NO SHOW will be charged the full stay
2010 MOLOKAI & LANAI					
FOUR SEASONS RESORT LANAI AT MANELE BAY				Rest of season:	Rooms: 2nts w/in 10 days of arrival Suites: 3nts w/in 33 days of arrival No Shows will be charged the standard penalty
FOUR SEASONS RESORT LANAI, LODGE AT KOELE				Rest of season:	Rooms: 2nts w/in 10 days of arrival Suites: 3nts w/in 33 days of arrival No Shows will be charged the standard penalty

MAHALO

Adherence to the cancellation policies of Hawaii properties is the responsibility of agencies booking through Sun Islands Hawaii.

2011

This Christmas/New Year/Peak season information is based on 2009/2010 year end contracts and are subject to change upon receipt of 2010/2011 contracts.

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Please be sure to double check the minimum nights and cancellation penalties for properties booked especially during these peak periods.

The booking agent assumes a minimum one (1)-night penalty for cancellations received within four (4) days of arrival year round or as specified below. Additional seasonal penalties are listed below

	<u>CHRISTMAS/NEW YEAR/PEAK</u>		<u>ADDITIONAL HIGH/PEAK</u>		
<u>HOTEL</u>	<u>Effective Dates</u>	<u>Cancellation Penalties</u>	<u>Min Stay</u>	<u>Effective Dates</u>	<u>Cancellation Penalties</u>
2011 MAJOR CHAINS					
AQUA HOTELS & RESORTS					
	12/23/10 - 1/3/11	2 nts w/in 4 days of arrival NO SHOW will be charged 2 nts	None		
ASTON HOTELS & RESORTS					
	12/24/10 - 1/2/11	2 nts w/in 33 days of arrival NO SHOW will be charged 2 nts	None	*ALL islands Rest of season Except *Aston Waikiki Beach Tower Rest of season	2 nts w/in 4 days of arrival 2 nts w/in 10 days of arrival NO SHOW will be charged 2 nts
CASTLE RESORTS & HOTELS					
	12/24/10 - 1/3/11	ALL properties except Castle Hilo Hawaiian Hotel 2 nts w/in 16 days of arrival NO SHOW will be charged 2 nts	None *except see below		
			Castle Waikiki Shore* 5 nts Kauai properties* 5 nts Castle Kiahuna Plantation* 7 nts Castle Kamaole Sands* 5 nts Castle Hali'i Kai at Waikoloa, Castle Kona Bali Kai and Castle Kona Reef* 5 nts		
OUTRIGGER HOTELS					
	12/22/10 - 1/4/11	Embassy Suites-Waikiki Beach Walk 2 nts w/in 17 days of arrival	3 nts		
	12/22/10 - 1/4/11	*Kauai, Maui (except The Kapalua Villas) and Hawaii (except Keauhou Beach Resort) 2 nts w/in 33 days of arrival	None		
	12/22/10 - 1/4/11	The Kapalua Villas 2 nts w/in 17 days of arrival	5 nts - 1Bdrms; 7 nts - 2&3Bdrms	The Kapalua Villas Rest of season	2 nts w/in 4 days of arrival
STARWOOD HOTELS & RESORTS					
	12/26/10 - 1/3/11	*Oahu 2 nts if cancelled on or after 10/28/10	4 nts for 12/26/10-1/2/11	Rest of season *Maui FYJ***Westin Princeville Ocean Resort Villas	2 nts w/in 4 days of arrival 1 nt w/in 4 days of arrival --- year round
	12/26/10 - 1/3/11	*Maui Full stay if cancelled on or after 11/22/10; max 4 nts	None		
	12/26/10 - 1/3/11	*Kauai - Sheraton Kauai Resort 2 nts if cancelled on or after 10/28/10	None		
	12/26/10 - 1/3/11	*Kauai - St Regis Princeville Resort 2 nts if cancelled on or after 10/28/10	6 nts for 12/19/10-1/2/11		
	12/26/10 - 1/3/11	*Hawaii 2 nts if cancelled on or after 10/28/10	None		
2011 OAHU					
THE ESTATES AT TURTLE BAY					
			All season		2 nts deposit required at time of booking; Full payment 50 days prior to guest arrival; \$25.00 processing fee charged for cancellations received up to 30 days prior to arrival; Deposit forfeited if cancelled w/in 30 days of arrival NO REFUNDS for NO SHOW or EARLY CHECK-OUT

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<u>HOTEL</u>	<u>Effective Dates</u>	<u>Cancellation Penalties</u>	<u>Min Stay</u>	<u>Effective Dates</u>	<u>Cancellation Penalties</u>
...2011 Oahu continued...					
HALEKULANI	12/26/10 - 1/1/11	Rooms: 1 nt if cancelled after 14 days of initial booking up to 10/28/10; 4 nts if cancelled after 10/28/10 Suites: 1 nt if cancelled after 14 days of initial booking up to 10/28/10; Full stay if cancelled after 10/28/10	4 nts	Rest of season	Rooms: 1 nt w/in 4 days of arrival Suites: 1 nt w/in 30-10 days of arrival; Full stay w/in 9 days of arrival
HAWAII PRINCE HOTEL	12/28/10 - 1/2/11	Full stay if cancelled on or after 10/29/10	3 nts		
HILTON HAWAIIAN VILLAGE	12/28/10 - 1/3/11	1 nt on or after 11/20/09 but before 11/27/10; 4 nts on or after 11/27/10	4 nts		
HILTON WAIKIKI PRINCE KUHIO	12/26/10 - 1/6/11	3 nts w/in 16 days of arrival NO SHOW will be charged 3 nts	3 nts		
HYATT REGENCY WAIKIKI BEACH RESORT & SPA	12/27/10 - 1/3/11	2 nts on or after 11/28/10 NO SHOW and EARLY CHECK-OUT will be charged 2 nts	4 nts for 12/27/10 - 12/31/10 arrivals		
ILIMA HOTEL	12/21/10 - 12/31/10	1 nt w/in 8 days of arrival	None		
JW MARRIOTT IHILANI RESORT & SPA AT KO'OLINA	12/22/10 - 1/2/11	3 nts w/in 63 days of arrival NO SHOW will be charged 3 nts	None		
The KAHALA	12/24/10 - 1/2/11	2 nts if cancelled or room nights reduced on or after 5/29/10; Full stay if cancelled or room reduced on or after 9/28/10; 2 nts deposit required at time of booking when booking 1 Bedroom Suite NO SHOW will be charged the full stay	5 nts for 12/24/10 - 12/28/10; 2 nts for 12/29/10 - 1/2/11	Rest of season: 1 Bedroom	2 nights deposit required at time of booking; 2 nts w/in 16 days of arrival NO SHOW will be charged 2 nts
KO'OLINA BEACH VILLAS	12/23/10 - 1/3/11	2 nts w/in 8 days of arrival NO SHOW will be charged 2 nts	7 nts		
MIRAMAR AT WAIKIKI	12/21/10-3/31/11	2 nts w/in 4 days of arrival	None		
The NEW OTANI KAIMANA BEACH HOTEL	12/24/10-1/4/11	1 nts if cancelled on or after 10/30/10	3 nts		
PACIFIC BEACH HOTEL	12/20/10-12/31/10	Full stay w/in 4 days of arrival NO SHOW will be charged the full stay	None		
QUEEN KAPIOLANI HOTEL	12/24/10 - 1/3/11	2 nts w/in 16 days of arrival NO SHOW will be charged the 2 nts	None		
TRUMP INTERNATIONAL HOTEL WAIKIKI	12/22/10 - 1/3/11	1 nt if cancelled by 8/29/10; 2 nts if cancelled by 10/29/10; 3 nts if cancelled on or after 10/30/10	3 nts		
TURTLE BAY RESORT	12/20/10 - 1/1/11	Bookings must be guaranteed w/in 17 days of arrival and are non-refundable thereafter NO SHOW will be charged the full stay	3 nts in Ocean View; 5 nts in Cottage and Villas		
WAIKIKI BEACH MARRIOTT RESORT & SPA	12/26/10 - 1/2/11	3 nts w/in 63 days of arrival NO SHOW will be charged 3 nts	None		

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<u>HOTEL</u>					
<u>Effective Dates</u>	<u>Cancellation Penalties</u>	<u>Min Stay</u>	<u>Effective Dates</u>	<u>Cancellation Penalties</u>	
...2011 Oahu continued...					
WAIKIKI PARC HOTEL					
12/28/10 - 1/2/11	Full stay w/in 33 days of arrival NO SHOW will be charged the full stay	None			
WAIKIKI RESORT HOTEL					
12/22/10 - 1/4/11	2 nts w/in 33 days of arrival	None			
2011 MAUI					
EKAHI VILLAGE and EKOLU VILLAGE					
12/24/10 - 1/2/11	2 nts non-refundable deposit required at time of booking - balance due 8/30/10; Cancellation on or before 8/29/10 forfeit deposit; Full stay if cancelled on or after 8/30/10 NO SHOW will be charged the full stay	7 nts	Rest of season	2nts w/in 4 days of arrival NO SHOW will be charged 2nts; EARLY CHECK OUT will be charged the full stay	
FAIRMONT KEA LANI RESORT					
12/17/10 - 1/2/11	2 nts charge if cancelled before 8/28/10; Full stay charge if cancelled on or after 8/29/10 NO SHOW will be charged the full stay	7 nts	Rest of season	Suites: 2 nts w/in 8 days of arrival Villas: 2 nts w/in 22 days of arrival NO SHOW will be charged the full stay	
FOUR SEASONS RESORT MAUI AT WAILEA					
TBA	TBA		Rest of season	2nts w/in 23 days of arrival No Shows will be charged 2nts	
GRAND WAILEA RESORT HOTEL & SPA					
12/23/10 - 1/1/11	Full stay if cancelled w/in 93 day s of arrival; absolutely NO changes allowed	None	Rest of season	2nts w/in 17 days of arrival	
Ho'olei at Grand Wailea 12/18/10 - 1/1/11	Bookings must be guaranteed 93 days prior to arrival; absolutely NO changes to reservations will be permitted (NO exceptions); 100% penalty will be assessed EARLY CHECK OUT and reduction of stay will be charge 1 nt	10 nts	Rest of season	Any cancellations, no show, travel date change, category downgrade change and reduction of stay within 33 days of arrival, an up to 5 nights penalty fee will be assessed; EARLY CHECK OUT and reduction of stay will be charge 1 nt	
HAIKU CANNERY INN					
			All season	50% deposit required; Full payment 33 days prior to arrival; \$50.00 cancellation charge w/in 33 days of arrival	
HANA KAI MAUI					
			All season	Payment in full 17 days prior to arrival and is non-refundable if cancelled thereafter	
HONU KAI RESORT & SPA					
12/18/10 - 1/3/11	Full stay if cancelled w/in 23 days of arrival NO SHOW and EARLY CHECK-OUT will be charged Full Stay (minimum 7 nts)	7 nts	Rest of season	2 nts w/in 8 days of arrival NO SHOW will be charged the full stay (minimum standard cancellation fees)	
HOTEL HANA MAUI					
12/24/10 - 1/4/11	Guarantee 3 nts at time of booking; FULL payment required by 10/28/10; forfeit full payment if cancelled after 10/28/10	3 nts	Rest of season	1 nt w/in 13 days of arrival	
HOUSE OF FOUNTAINS					
			All season	Full payment 33 days prior to arrival; 50% of full stay cancellation charge w/in 62 - 34 days of arrival; Full stay w/in 34 days of arrival	
HYATT REGENCY MAUI RESORT & SPA					
12/25/10 - 1/3/11	2 nts on or after 11/28/10 NO SHOW and EARLY CHECK-OUT will be charged 2 nts	5 nts for 12/25/10 - 12/28/10 arrivals	4/1/11 - 12/15/11	1 nt w/in 8 days of arrival	
KAANAPALI BEACH HOTEL					
12/23/10 1/3/11	Full stay if cancelled on or after 11/28/10 NO SHOW and EARLY CHECK-OUT will be charged Full Stay (minimum 5 nts)	5 nts	Rest of season	2 nts w/in 4 days of arrival NO SHOW and EARLY CHECK-OUT will be charged the full stay (minimum standard cancellation fees)	

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<u>HOTEL</u>	<u>Effective Dates</u>	<u>Cancellation Penalties</u>	<u>Min Stay</u>	<u>Effective Dates</u>	<u>Cancellation Penalties</u>
...2011 Maui continued...					
MAUI COAST HOTEL	12/21/10 - 1/2/11	Full stay if cancelled w/in 8 days of arrival; maximum 5 nts NO SHOW will be charged the full stay; maximum 5 nts	None	Rest of season	2 nts w/in 4 days of arrival NO SHOW will be charged 2 nts
NAPILI KAI BEACH RESORT	12/18/10 - 1/4/11	Full stay if cancelled on or after 8/30/10; maximum 7 nts NO SHOW will be charged the full stay; maximum 7 nts	7 nts	Rest of season	2 nts w/in 16 days of arrival NO SHOW will be charged 2 nts
PAIA INN				All season	1 nt security deposit for 1-6 nts stay; 50% deposit for 7 or more nts; Full payment 33 days prior to arrival; Forfeit of deposit if cancelled w/in 33 days or arrival
PLANTATION INN	12/23/10 - 1/3/11	Full stay if cancelled on or after 11/28/10 NO SHOW during year end will be charged the full stay; minimum 7 nts	5 nts	Rest of season	2 nts w/in 18 days of arrival NO SHOW will be charged the full stay
THE RITZ-CARLTON KAPALUA	12/23/10 - 1/3/11	Full if cancelled on or after 9/28/10	5 nts	Rest of season	2 nts w/in 16 days or arrival
ROYAL LAHAINA RESORT	12/22/10 - 1/2/11	Full if cancelled on or after 11/20/10 NO SHOW will be charged the full stay	None	Rest of season	2 nts w/in 4 days or arrival NO SHOW will be charged 2 nts
WAILEA BEACH MARRIOTT RESORT & SPA	12/26/10 - 1/2/11	2 nts w/in 63 days of arrival NO SHOW will be charged 2 nts	None		
2011 KAUAI					
GRAND HYATT KAUAI RESORT & SPA	12/25/10 - 1/3/11	2 nts if cancelled on or after 11/28/10 NO SHOW and EARLY CHECKOUT will be charged 2 nts	None		
KAUAI BEACH RESORT	TBA	TBA		Rest of season	*EARLY CHECKOUT will be assessed a one time fee of \$50.00
KAUAI COUNTRY INN				All season	\$100.00 deposit required at time of booking; \$50.00 processing fee charged for cancellations up to 60 days prior to arrival; Full stay w/in 60 days or arrival NO SHOW or EARLY CHECK-OUT will be charged the full stay
KAUAI MARRIOTT RESORT & BEACH CLUB	12/26/10 - 1/2/11	3 nts w/in 33 days of arrival NO SHOW will be charged 3 nts	None		
2011 HAWAII					
FAIRMONT ORCHID HAWAII	12/21/10 - 1/4/11	Full stay if cancelled on or after 10/29/10	None	Rest of season	2 nts w/in 16 days of arrival No Shows will be charged 2 nts
FOUR SEASONS RESORT HUALALAI	TBA	TBA		Rest of season	2 nts w/in 23 days of arrival No Shows will be charged 2 nts
HAPUNA BEACH PRINCE HOTEL	12/23/10 - 1/2/11	Full stay if cancelled on or after 10/29/10	3 nts		
HILTON WAIKOLOA VILLAGE	12/25/10 - 1/3/11	50% of full stay (minimum 1 nt) if cancelled on or after 11/27/10	None		
MAUNA KEA BEACH HOTEL	12/23/10 - 1/2/11	TBA		Rest of season	1 nt w/in 16 days of arrival

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<u>HOTEL</u>					
<u>Effective Dates</u>	<u>Cancellation Penalties</u>	<u>Min Stay</u>	<u>Effective Dates</u>	<u>Cancellation Penalties</u>	
...2011 Hawaii continued...					
MAUNA LANI RESORT					
12/24/10 - 12/28/10	3 nts if cancelled on or after 5/28/10; Full stay if cancelled on or after 9/27/10 NO SHOW will be charged the full stay	5 nts	Rest of season	2 nts w/in 17 days of arrival NO SHOW will be charged 2 nts	
The PALMS CLIFF HOUSE INN					
			All season	50% Deposit required at time of confirmation; balance is due upon arrival; Cancellation prior to 25 days of arrival will be charged 10% of deposit; Cancellation w/in 25 days of arrival will forfeit deposit; Cancellation w/in 7 days of arrival will be charged the full stay NO SHOW or EARLY CHECK-OUT will be charged the full stay	
ROYAL KONA RESORT					
12/22/10 - 1/2/11	Full stay if cancelled on or after 11/19/10 NO SHOW will be charged the full stay	None	10/4/11 - 10/9/11	Full stay if cancelled on or after 9/1/11 NO SHOW will be charged the full stay	
			Rest of season	2 nts w/in 4 days of arrival NO SHOW will be charged 2 nts	
WAIKOLOA BEACH MARRIOTT RESORT & SPA					
12/24/10 - 1/2/11	2 nts w/in 33 days of arrival NO SHOW will be charged 2nts	None			
2011 MOLOKAI & LANAI					
FOUR SEASONS LANAI AT MANELE BAY					
12/23/10 - 1/1/11	2 nts if cancelled between 3/2/10 - 6/27/10; Full if cancelled on or after 6/28/10; any shortened stay will result in 2 nts penalty NO SHOW will be charged full stay	3 nts for arrivals 12/23/10 - 1/2/29/10 and 1/1/11; 5 nts for arrivals 12/30/10 - 12/31/10	Rest of season:	Rooms: 2 nts w/in 10 days of arrival Suites: 3 nts w/in 33 days of arrival NO SHOW will be charged the standard penalty	
FOUR SEASONS LANAI, THE LODGE AT KOELE					
12/23/10 - 1/1/11	2 nts if cancelled between 3/2/10 - 6/27/10; Full if cancelled on or after 6/28/10; any shortened stay will result in 2 nts penalty NO SHOW will be charged full stay	3 nts	Rest of season:	Rooms: 2 nts w/in 10 days of arrival Suites: 3 nts w/in 33 days of arrival NO SHOW will be charged the standard penalty	
HOTEL LANAI					
			All season	Prepayment required 45 days in advance; Forfeit of deposit w/in 30 days of arrival NO SHOW or EARLY CHECK-OUT will be charged the full stay	

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