

KIHEI TIMESHARE OWNERS ASSOCIATION

BOOKING POLICY

APPROVED JUNE 1, 2017

GENERAL STATEMENT: We have attempted to create an effective and balanced approach to the booking procedures now in place. We realize the reservation system is not perfect and we will endeavor to improve and make adjustments based on results and circumstances that arise. Unit availability (or lack thereof) is not synonymous with denial of anyone's right to use their owned weeks, but rather a result of timing and season.

1. Prior to using the reservation system, an owner must be in good standing. Good standing is defined as having all maintenance fees current as of January 1st for each calendar year. Maintenance Fee payments are considered delinquent if postmarked after Dec 10. Lack of good standing will void ALL scheduled reservations from previous bookings.
2. New bookings are possible every Monday at 9 a.m. HST when the reservation system calendar moves ahead one week. Reservations may be made in OPEN weeks at any time. Upon securing a unit in the newly opened week, owners with multiple weeks may continue to book (scroll) vertically into the UNAVAIL area. Owners may not scroll across years from December into January. If a technical problem occurs, owners may email ktoa.maui@gmail.com after 9:10 a.m. on Monday. Emails will be processed in the order received. The KTOA office will be off-limits to all members on Monday mornings.
3. Booking multiple weeks and then canceling the first/anchor week will cause the entire reservation to be cancelled. In addition, booking of weeks in excess to those owned will result in ALL reservations being cancelled
4. Owners having title to both one- and two-bedroom units are allowed to book either section according to their needs and resources. Booking from a one-bed unit to a two-bed unit (and vice versa) while scrolling is allowed. However, owners may NOT book horizontally between one-bedroom units while scrolling unless their scroll is blocked. Owners with multiple weeks may reserve multiple units but must secure each anchor week first.
5. All CURRENT YEAR owned weeks for each type of unit (1 and 2 Bedroom) MUST be booked prior to using carry-over (prior year's unused) weeks. There is no guarantee that space will be available for carry-over week reservations.
6. All cancellations must be done through the KTOA website by submitting a Cancellations Request under the Reservation tab using Cancel or Modify Reservation. Alternatively, owners may email their request to ktoa.maui@gmail.com. Weeks from cancelled reservations must be

used within the same calendar year. Weeks from cancellations made less than 30 days prior to use time will not be restored. Please understand our request for verification of circumstance when cancellations due to illness or death.

7. The Association allows owners in good standing to use KTOA-owned weeks for the price of our current maintenance fee if the unit has been OPEN for at least 30 days. This option is available to book open units that would otherwise go unused.

8. RCI Exchange bookings must be made in cooperation with the KTOA office and cannot be cancelled once approved. Maintenance fees must be paid in advance before any RCI booking will be approved.

9. Booking a multi-week reservation obligates the occupant of the unit to allow a partial cleaning. If staff is not allowed entry to accomplish this, extra cleaning charges may be assessed.

IN WITNESS WHEREOF, the undersigned has executed this Booking Protocol Policy the ____ day of _____ in the year 2017

Signature: _____

Printed Name: _____

Title: President

Date: