

# KTOA BOOKING POLICY

**APPROVED: OCTOBER 10, 2019**

## INTRODUCTION

We intend to develop a fair, effective and balanced approach for reserving KTOA units. We realize the reservation system is not perfect and we will continue to improve and make adjustments as results and circumstances 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.

## RULES

1. The reservation system is based on weeks. On January 1<sup>st</sup> of each year, owners in good standing are allocated weeks equal to the number of weeks they hold deeds to. Owners are allowed to reserve these weeks in advance. These weeks cannot be used in the current year and are not actually owned unless payment is received by December 31<sup>st</sup> of the year prior to the year in which they have been reserved. Any unreserved weeks from this Advanced Booking allotment will be transferred to Carryover Weeks as of January 1<sup>st</sup> of the next year. These weeks may be used or reserved for one year further if booked prior to Dec 31<sup>st</sup> of the year the weeks converted to Carryover Weeks.
2. Any unused Carryover Weeks that are not reserved by Dec 31<sup>st</sup> will be forfeited.
3. 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 1<sup>st</sup> for each calendar year. Maintenance Fee payments are considered delinquent if postmarked after Dec 10 and overdue charges will be assessed beginning Dec 31 (see KTOA Collection Policy on website). Lack of good standing as of January 1<sup>st</sup> will automatically void ALL scheduled reservations from previous bookings unless a payment plan agreement has been made.
4. New bookings are possible every Monday at 9 a.m. HST when the reservation system calendar moves ahead one week. Reservations using Carryover Weeks may be made in OPEN units at any time. When booking in advance, upon securing a unit in a 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. Specific booking instructions are available on the reservation calendar webpage.
5. If a technical problem occurs, owners **must** email [ktoa.maui@gmail.com](mailto:ktoa.maui@gmail.com) **after** 9:10 a.m. **HST** on Monday. **PLEASE DO NOT CALL THE OFFICE.** Emails will be processed in the order received. The KTOA office is physically off-limits to all members on Monday mornings.

6. Booking multiple weeks in advance, and then canceling the first/anchor week of the series will cause the entire reservation to be cancelled. Booking of weeks in excess to those owned will result in ALL reservations being cancelled

7. Cross-booking between 1-bed and 2-bed unit weeks is not allowed without having title to both.

8. Owners having title to **BOTH** one- and two-bedroom units are allowed to book either section subject to their deeded number of weeks for each unit type. 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.

9. The system will select from Carryover Weeks prior to using Advanced Booking Weeks

10. 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](mailto: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 with cancellations due to illness or death.

11. The Association may allow owners in good standing to use KTOA-owned weeks for the price of our current maintenance fee, plus any applicable special assessment fees, if the unit has been OPEN for at least 30 days. This option is dependent on the number of weeks titled to the Association and available on a first come/first pay basis.

12. 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. **Reminder: Owners are responsible for any damages caused by the negligence of their guests (RCI or otherwise).**

13. 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 10<sup>th</sup> day of October in the year 2019

Signature: 

Printed Name: Susan Eisenberger

Title: PRESIDENT