**Kihei Akahi TIMESHARE FAQ**

**Revised: 1/15/20**

**Question 1: How do I make a reservation?**

**Answer:** Login to our web site : <https://www.kiheiakahi.com/login/> , then use the “Reservations” dropdown to select the week to book.  Please see “How To Make A Reservation” at the top of the Reservation Page for further instructions

**Question 2: What is my login and password?**

**Answer:** Your login is your email address that you registered with. If you do not have it, contact us via our web site: <https://www.kiheiakahi.com/contact>,  by phone 808-665-1315 Or 888-665-1315 or by email [KTOA.maui@gmail.com](mailto:KTOA.maui@gmail.com)

**Question 3: If my password needs to be reset, what do I do?**

**Answer:** Enter your email address @ our web site https://www.kiheiakahi.com/login/  then click “Forgot your password?”  An email will then be sent to you for the password reset.

**Question 4: What are the rules for booking?**

**Answer:** Booking rules can be found on the KTOA reservation website under Resources/Association/Documents/KTOA Booking Protocol OCT2019

**Question 5: Can I pay by check, credit or money order?**

**Answer:** Yes, any of these payment methods are accepted.

**Question 6: What time is check in and check out?**

**Answer:** Check in is 4 pm on Saturday. Checkout is 11 am on Saturday of departure.

**Question 7: Can I stay longer than the specified check out time?**

**Answer:**  Late check out is not allowed.

**Question 8: What do I do if I arrive after the office is closed at 5pm?**

**Answer:** Get settled into your unit. Stop in the KA office the next morning after 8am to get checked in and obtain a parking plaque for your car

**Question 9 :What can I do if the week I want is not available?**

**Answer:** Continue to check the web site as units could become available or [KTOA.maui@gmail.com](mailto:KTOA.maui@gmail.com). or call 808-665-1315 or 888-665-1315 to request a notification when a unit is available during the request time period. Also there may be KTOA units available for rent.

**Question 10: What is our refund policy?**

**Answer:** Refunds are not given for units booked and not used.  Please see the KTOA Booking Protocol for further information on our cancellation policy.( Rule 10)

**Question 11: How do I update my information on the web site?**

**Answer:** Log in to our web page: https://www.kiheiakahi.com/login/  and then click on the “Account Profile” dropdown. An email should also be sent to [ktoa.maui@gmail.com](mailto:ktoa.maui@gmail.com) to allow your information to be updated in our accounting system.

**Question 12: Why are some owners able to block off multiple weeks? Why can an owner book units into the grey UNAVAIL area that no one else can get into?**

**Answer:** A KTOA member who owns multiple weeks may “anchor” a unit and “scroll” their reservation (according to the number of weeks owned) into the UNAVAL area. See Rules 4,6 and 8 of our booking policy.