

KTOA BOOKING POLICY

APPROVED: JANUARY 25, 2023

INTRODUCTION

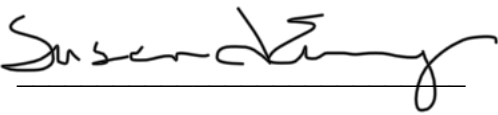
We intend to develop a fair, effective and balanced approach for reserving KTOA units. We realize the reservation system is not perfect and we will continue to improve and make adjustments as results and circumstances arise. Unit availability - or lack thereof - is not synonymous with denial of anyone's right to use their owned weeks, but rather a result of timing and season.

RULES

1. Prior to using the KTOA reservation system and having access to existing reservations, an owner must be in "Good Standing." Good Standing is defined as having all maintenance fees, along with any other assessed fees and charges, paid by the first day of each month.
2. The reservation system is based on weeks. On January 1st 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 31st 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 1st of the next year. These weeks may be used or reserved for one year further if booked prior to Dec 31st of the year the weeks converted to Carryover Weeks.
3. Any unused Carryover Weeks that are not reserved by Dec 31st will be forfeited.
4. Annual 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 1st will automatically void ALL scheduled reservations from previous bookings unless a payment plan agreement has been made.
5. 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.

6. If a technical problem occurs, owners **must** email 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 management office is physically off-limits to all members on Monday mornings.
7. Booking multiple weeks in advance, and then canceling the first/anchor week of the series will cause the entire reservation to be cancelled.
8. Cross-booking between 1-bed and 2-bed unit weeks is not allowed without having title to both.
9. 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.
10. The system will select from Carryover Weeks prior to using Advanced Booking Weeks
11. 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 with cancellations due to illness or death.
12. The Association may allow owners in good standing to rent additional KTOA-owned weeks on a First-Come/First-Serve basis at a market rate established by the KTOA management team or agent. These additional KTOA-owned weeks must be assigned on the reservation calendar at the time of purchase. Owners may not use their allotment of weeks to reserve weeks set aside in the reserved blocks of KTOA-owned rental weeks.
13. 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.
14. Booking a multi-week reservation obligates the occupant of the unit to allow a partial cleaning on Fridays between 9am-2pm. If the occupant prevents the completion of this cleaning, extra charges in the amount of \$100 per incident will be assessed to the unit owner.
15. Owners are responsible for all expenses incurred as a result of any oversight and negligence, or that of their guests (RCI or otherwise), requiring additional time and resources from KTOA management and staff. This includes any problems associated with cleaning and inspection during partial cleanings as well as with reservation change-over.

IN WITNESS WHEREOF, the undersigned has executed this Booking Protocol Policy the 25th day of January in the year 2023:

Signature: 

Printed Name: Susan Eisenberger

Title: PRESIDENT