

CANCELLATION & REFUND POLICY

You will have 48 hours from the time you receive our booking confirmation to cancel your reservation for a full refund, providing your chosen accommodation is available. After 48 hours, your reservation will be confirmed and our cancellation policy will be in effect as stated below:

Sometimes, in life, all of a sudden, things can change. We know that. Therefore, we offer a Full Refund (Cancel for any Reason) minus 10% for administration, if we can rebook your dates for the same price. We will do our best to re-book the accommodation. At the time of cancellation, or in the event of a no-show, your credit card authorization hold will be turned into a charge for the full amount of the reservation.

If your health is compromised, as always, please consider taking out travel insurance for your own concerns that you might have. For any unforeseen events, such as a virus, we will adapt our cancellation policy to reflect any federal & state restrictions and policies that apply to Hawaii visitors. Please be aware that if we have to cancel for any unseen events on our behalf, we will refund the full amount of your reservation with us.

PAYMENT POLICY

We accept personal and business checks, money order or cashier check.
We accept only Master or Visa Card with a surcharge of 5%.

Once we have received your request for booking, and the requested accommodation is available, we will process a credit card authorization as a hold for the total amount (including the 5% convenience fee). This amount will appear on your Credit Card statement as a withdrawal, however this figure is only on HOLD (for 30 days), like in an escrow, and is not actually transferred to our account. If you arrive within one month of your booking and decide to pay with your Credit Card, this amount will be transferred to our bank OR back to your account if you choose to pay through a different method. You will receive a booking confirmation email with all the detailed charges.

If your booking is further ahead than one month, the money will be returned to your account from the 'escrow', as the credit card company only allows an authorization for 30 days, as mentioned above. At this point we would process an updated holding authorization, one month prior to your booking date. Once we have received your payment in full (whether by check, in advance of your arrival, or via payment upon arrival) we then would release the hold on your card.

SECURITY/ EXCESS CLEANING DEPOSITS:

For damage/security or excess cleaning, we will hold your credit card open for 7 days after check out. Any charges made will be sent with a receipt and explanation.

COVID ADDENDUM

We're updating our cancellation policies to give our guests more flexibility, as we realize these unpredictable times.

All bookings will reflect our usual cancellation policies, *UNLESS a cancellation is directly linked to Covid, making your stay with us impossible.* For example:

1. If Maui extends its 'closed to visitors' date

2. If your home state or country forbids outside travel
3. If you or your family are directly affected by becoming sick with Covid

For circumstances *indirectly linked with Covid*, we will consider the cancellations on a case-by-case basis but, in most cases, we will offer to reschedule your stay (at no cost to you) but not give a refund. For example, if your airline flights were to be cancelled by the carrier, you would get a refund from that airline. We would expect you to be able to book on a different carrier, rather than ask us for a refund.

These are chaotic times, requiring us to formulate a new way of operating our business that is fair to all. “Mahalo” for your understanding!