



July 2022

Aloha Kanaloa Homeowners,

Hoping this greeting finds you well and enjoying the summer weather wherever you are. I hear it's been beautiful in Keauhou with temperatures in the mid to high 80s encouraging many to enjoy the great outdoors on Hawaii Island and our beloved Kanaloa at Kona!

It was discussed at the annual homeowners and board meetings this past April that the current **guest registration policy** would be revisited to provide a more streamlined and simpler process for owners, agents, and guests alike. Included in this mailing is a *revised* policy and supporting documents highlighting procedures that we feel should be much more efficient (and simpler):

Guest Registration Policy document

- ✓ Clearer procedures on obtaining gate card and parking pass for vehicles.
- ✓ Outlining the process of how the registration fee may be paid with three convenient options.
- ✓ Identifying services provided in a more comprehensive format.

Notice of Reservation Form & Acknowledgement of House Rules / Gate Card

- ✓ Streamlined form with only minor changes.
- ✓ Included check-mark boxes at the bottom of the form to identify the three convenient payment options.

House Rules

- ✓ Reformatted, approved house rules by the Board on 1/28/22 to include new pool hours.

Also included with this mailing are any past monthly billing invoices that have now been "caught up" and billed from the AOA for your records and action, if any. Should you have any questions about the invoices, please contact Lori Young at Castle's accounting office 808.834.0623 ext 112 or you may send her an email at lyoung@castlehospitalitygroup.com.

Thank you again for your concern and care of your Kanaloa community and I wish you all good health and wellbeing.

With warm aloha,

Steve Tanberg

Board President

On behalf of your Kanaloa Board of Directors

Policy B.01 – Kanaloa at Kona AOA – Revised

Adopted by the Board of Directors – October 2020, Revised April 2022

Notice Provided to Homeowners – November 2020, Revised July 2022

Policy Effective – Immediate – December 2020, Revised Immediately



Guest Registration Policy

B.01.1 Background and Purpose

From Kanaloa's inception, it has operated as a condominium hotel and is held to the same registration requirements (and registered as such) as required by **Hawaii Revised Statutes 514B-51 and 52 – Registration Required**. The Managing Agent, on behalf of the Association of Apartment Owners of Kanaloa on a biennial basis, does register with the State of Hawaii Department of Commerce and Consumer Affairs. Under **Hawaii Revised Statutes 486K-10 - Registration Required**, it states, "Every Keeper covered by this chapter shall keep and maintain or cause to be maintained a register in which shall be inscribed the name of each and every guest renting or occupying a bedroom or apartment in such hotel. Such register shall be preserved for a period of not less than six months from the date of departure".

Safety and security require verified registered occupants for the following reasons:

1. In case of evacuation.
2. In case of an emergency.
3. In case of emergency access needed to common electrical / plumbing issues.
4. To control authorized access to property by registered guests only.
5. To enforce House Rules.
6. To inform Kanaloa guests face-to-face to verify that they acknowledge the House Rules.

B.01.2 Authority

As part of the Association's governing documents, the House Rules for the project, shall at all times, be consistent with any provisions of applicable law, the Declarations, and the Bylaws. All apartment owners and occupants, as well as their tenants, invitees, and employees, shall be subject to said House Rules. Bylaws, Article IV, Section 1 – The Board of Directors shall at all times, manage and operate the common elements of the project and have such powers and duties as may be necessary and proper therefor.

B.01.3 Procedure

1. Owner/Agent will inform Castle front desk of all reservations using the "Kanaloa at Kona Notice of Reservation Form & Acknowledgement of House Rules" form via email to kak-res@castleresorts.com at least 48 hours before arrival. Required information is guest name, arrival date, departure date, unit number, Owner/Agent name, Owner/Agent contact phone number and email address. All other sections of this form will be filled out when the Guest checks in.
2. House Rules Acknowledgment - ALL Kanaloa Tenants and Guests, regardless of rental managing agent being utilized, **must register at the Front Desk to receive a copy of the Association's House Rules and sign the acknowledgment form.**

Parking Pass and Vehicle Security Gate

3. Vehicle Parking Pass – ALL Kanaloa Tenants and Guests including Kanaloa Owners who reside part-time at Kanaloa, regardless of rental managing agent being utilized, **must register at the**

Front Desk to receive a valid vehicle parking pass for duration of stay and place the pass on the vehicle's dashboard so that it is visible and unobstructed. Full time resident owners with cars permanently located on property may purchase an entry gate sensor that permanently attaches to the windshield of the owner's car that will open the gate automatically. In addition, full time resident owners must affix a Kanaloa at Kona parking permit sticker in a visible location on the lower driver's side of the windshield.

4. Vehicle Security Gate – ALL Kanaloa Tenants and Guests, regardless of rental managing agent being utilized, **must register at the Front Desk to receive a gate card and parking pass for the duration of stay.** Guests will also need to acknowledge that a \$30.00 fee (plus tax) will be charged to their credit card if the gate card is lost or not returned to the front desk upon departure. Owners staying at Kanaloa on a temporary basis must also register at the Front Desk to ensure the occupancy report is correct and to collect a temporary gate card and parking pass that will be valid for the duration of their stay. There is no Registration Fee charged to owners as defined in section b.01.4.2.
5. Upon entry through the vehicle gate, parking passes must be clearly visible on the driver side of the dashboard while entering the vehicle security gate and while parked on property.

B.01.4 Fee

1. \$30 REGISTRATION FEE (plus tax subject to change with notice) will be collected to enhance SAFETY and SECURITY by providing registration, guest verification, distribution of house rules, access control, parking control, administration, and accounting for ANY and ALL guests OCCUPYING Kanaloa whether accompanied or not at check-in by owner, agents or designee. If anyone other than the owner (defined in b.01.4.2) is occupying the property, the registration fee must be paid unless the owner is simultaneously occupying the unit for the duration of the guest's stay. It is a one-time fee regardless of the length of stay.
 - a. If the guest is a Castle rental program guest, expenses of the Castle rental guest are covered by the Castle rental program contract.
 - b. If the guest is a private guest of any other owner, the owner (or designated agent) will be liable for the \$30 registration fee for each guest stay for that owner. Owner has the option to either pay the registration fee or pass on this charge to their guest.
 - c. Owners who are not contracted with Castle have three options to pay the \$30 registration fee (please indicate preference on reservation form):
 - i. **IF FEE IS PAID BY OWNER**
 - Owner sends a check prior to guest arrival (no less than 48 hours prior to check-in date)
 - Check payable to AOA Kanaloa at Kona and mailed: 78-261 Manukai Street, Kailua-Kona, HI 96740.
 - The unit number, guest name and arrival dates should be clearly indicated on the check.
 - ii. **IF FEE IS PAID BY MANAGING AGENT**
 - Owner authorizes billing to a third-party agent (Outrigger, Aloha Condo for example) for payment.

- Billings will be sent from Castle's Accounting Department on behalf of the AOA Kanaloa at Kona, following the guest's departure.

iii. **IF FEE IS PAID BY GUEST**

- Following notification to guest by Owner or rental agent, the \$30 registration fee plus tax will be charged to the guest at check-in.
- If guest disputes fee due to being uninformed, fee shall be charged to the Owner.

2. Owners on TITLE and members of their IMMEDIATE family (spouses, siblings, children, parents ONLY) are exempt from the registration fee if OCCUPYING the property for their own use.

B.01.5 Accounting

1. All charges for the registration fee (plus tax) are posted under Registration Fee on the AOA Profit and Loss statement.
2. Revenue generated by the Registration Fee are used to offset the cost of the day-time security guard shift and reimburse the Castle rental program for added labor hours and expenses related to administering this process. Reimbursement of labor hours and expenses are reviewed and approved by the Board.

B.01.6 Services Provided

PRE CHECK-IN / CASTLE LOGS IN GUEST RESERVATION INFO SENT FROM OWNER/AGENT:

1. Record all guest names (indicating number of guests), and arrival / departure dates into the reservation system.
2. Owner or agent on-island contact info (as required by Hawaii Revised Statutes).
3. Process any payments received prior to arrival.
4. Prepare Guest arrival packets.

AT CHECK-IN / CASTLE CHECK-INS AND BRIEFS GUEST:

1. Verifies Government-issued ID and reservation with Castle, Agent, or Owner.
2. Have Guest acknowledge and sign House Rules and provide a copy.
3. Obtain vehicle information, if any, and distribute gate card and parking pass.
4. Process pre-authorization of guest credit cards for gate card deposit.
5. Ensure guest registration fee has been paid or billing pre-established. If guest disputes charge, have them indicate "Refused" when registering to provide Owner with back-up.
6. Collect any unpaid Registration Fees from Guest.

AT CHECK-OUT

1. Check out guest reservation.
2. Ensure parking gate card is returned.
3. If not returned process lost gate card charge to guest credit card.

DAILY REPORTS

1. Print late arrival listing for Security.
2. Print inhouse guest list for Security.

END



AOAO KANALOA AT KONA

NOTICE OF RESERVATION FORM & ACKNOWLEDGMENT OF HOUSE RULES/GATE CARD

PLEASE EMAIL COMPLETED RESERVATION FORM TO: KAK-RES@CASTLERESORTS.COM AT LEAST TWO (2) DAYS PRIOR TO ARRIVAL

RESIDENT / GUEST	
NAME:	
ARRIVAL:	
DEPARTURE:	
UNIT NUMBER:	
CHECK-IN TIME:	
OWNER / RENTAL AGENT	
NAME:	
CONTACT PHONE:	
EMAIL ADDRESS:	

AOAO KANALOA HOUSE RULES

All owners, rental agents, residents, and guests are obligated to abide by the **House Rules** at all times. Prompt action will be taken for any violations of these rules. The information on this form will be maintained by the Association and used for emergency and property management purposes only.

I have been presented with the AOAO Kanaloa House Rules and acknowledge receipt as indicated below. Further I have been presented with one (1) gate card and acknowledge that if it is not returned to the front desk upon check-out, a charge of \$30 plus tax will be applied to my credit card on file:

X

Resident / Guest Signature

CAR INFORMATION FOR PARKING	
LICENSE PLATE #:	
CAR MAKE /MODEL:	
CAR COLOR:	

Persons to be registered to the apartment if other than those listed above:

NAME:		NAME:			
NAME:		NAME:			
IF EMERGENCY, CALL:	RELATIONSHIP:	PHONE:			
DATE ISSUED	# OF KEYS	ISSUED BY	DATE RETURNED	# KEYS RETURNED	RECEIVED BY

KEYS ISSUED

FEE TO BE PRE-PAID BY OWNER FEE TO BE BILLED TO AGENT FEE TO BE CHARGED TO GUEST BY CC

HOUSE RULES

Association of Apartment Owners - Kanaloa at Kona

Adopted July 5, 1996 | Amended May 4, 2013, July 30, 2021, October 29, 2021, January 28, 2022



Certain guidelines have been adopted to provide for a friendly, pleasant, and congenial environment at Kanaloa at Kona. While these House Rules are meant as a general guide, they do not change the obligation of owners, tenants, and guests to adhere to the specific requirements of conduct contained in the Bylaws of the Association of Apartment Owners of Kanaloa of Kona or the Declaration of Horizontal Properties.

APARTMENT AND COMMON AREAS

1. The apartments and the common area are to be used only for those activities common to a residential community.
2. No owner may store anything in or on any of the common areas. Additionally, no walkways, driveways or other common areas may be blocked or obstructed in such a way as to prevent free access of any owner to any of the common elements of the property. The Board, on occasion, may temporarily choose to store materials and equipment on the common elements of the property being used for the general benefit of the community. The Board of Directors at its discretion may direct the Managing Agent to remove any vehicle or object which is in violation of this HR #2 from any of the common areas. A violation notice will be posted on the object or vehicle for 72 hours and a written notice will be sent to the owner, if known.
3. Only those places in the common area so designated may be used for recreational purposes.
4. No apartment owner shall decorate, landscape, install signs or barricades or in any way modify any portion of the common area.
5. No furniture, fixtures or equipment belonging to the Association shall be removed from the common area for apartment owners use.
6. Each apartment shall be kept in a clean and sanitary condition.
7. Furniture, equipment and storage in an apartment shall be limited to items regularly used in a residence and no such item that might be a potential structural problem to a building or its surroundings is to be placed in the apartment.
8. No installation, alteration or other physical change may be made to any apartment except in accordance with procedures and limitations prescribed in the Declaration, the Bylaws, and applicable governmental regulations.
9. A handicapped owner may make reasonable modifications to an apartment and may request modifications to the common areas to enable such owner better use of the project.
10. Lanais may not be used for storage or for purposes other than their commonly intended use.
11. All window coverings exposed to the outside are to be white or off-white.
12. No garments, towels or other objects shall be hung from the windows, facades, lanai railings or outdoor furniture.
13. There is to be no sweeping or cleaning that creates dust or debris falling on another apartment or the common elements.
14. Garbage and trash shall be placed or kept in the disposal facilities provided for that purpose.
15. Dumpsters are for normal trash and not to be used for major construction debris, large appliances, or other large or heavy items. Owners or contractors doing major remodeling should obtain private dumpsters.
16. The occupant of an apartment shall take care not to cause undue noise, including, but not limited to, that resulting from musical instruments, radios, stereos, televisions, or other electronic sound amplification devices. Kanaloa at Kona observes quiet hours from 10:00 p.m. to 7:00 a.m. During these hours, owners and occupants shall not make or cause any noise which may disturb other owners or occupants. Noisy maintenance and construction shall not be allowed after 5:30pm.
17. No livestock, poultry or other animals whatsoever shall be allowed or kept in any part of the project, except service dogs and small household pets which are confined or caged, such as tropical fish or small birds. These animals shall not be kept, bred or used therein for any commercial purposes nor allowed on any common elements. Any such pet causing a nuisance or unreasonable disturbance, as determined by the Board or Managing Agent, shall be promptly and permanently removed from the project upon written notice given by the Board.
18. Apartment owners and guests are permitted to keep certified guide dogs, signal dogs or other dogs specifically trained for the people who depend on them for assistance.

All Service Dogs must:

- Have approved certificate documentation, submitted to the Managing Agent.
- Have proof of vaccination against rabies and distemper, submitted to the Managing Agent.

- Wear an easily identified ADA “service animal” vest and be on a leash when in the common areas.
- Not be allowed into any of the resort pools.

All feces must be picked up, put into a plastic bag, and deposited into the dumpsters.

19. Guests renting an apartment are approved to have an additional two non-overnight visitors beyond the maximum occupancy of the rental apartment. The maximum occupancy allowed shall be as follows: One-bedroom – total of six, two-bedroom – total of eight 8, and three-bedroom - total of 10. Exceptions to these limitations must be approved by the Managing Agent. See MOTOR VEHICLE section for limitations on guest vehicles.

20. Owners may reserve the Ocean Pool pavilion for larger parties by getting permission from the Managing Agent.

21. There shall be no use or storage of any flammable or explosive materials such as oil, gasoline, kerosene, and naphtha.

22. No soliciting is allowed.

23. No barbeques or grills are allowed on any lanai.

24. Smoking and Vaping is prohibited on lanais or in any common areas of the property. Individual owners may have additional restrictions for their apartments.

25. Pest control within each apartment, which includes the lanai, window frames, closets, interior walls, and front door, is the responsibility of the owner. The Association will routinely perform pest control, exclusive of termite control, in every apartment at Association expense. If the Managing Agent is unable to access an apartment, the owner will be notified and must contract for the same service to be performed at the owner’s expense within 30 days of notification and provide to the Managing Agent proof of performance. The Apartment Owner shall periodically inspect, or have inspected, his apartment for signs of termite presence and shall take mitigation measures when appropriate.

SWIMMING POOLS

1. Hours for the swimming pools are posted on the pool gates. All users must follow the posted rules and pay particular attention to the State of Hawaii rules concerning hygiene for public pools. The swimming pools and hot tubs are restricted to 8:00am until 10:00pm for all three pools with pool quiet hours observed from 7:00pm until 10:00pm for the Main and Ocean Pools.

2. There are no age restrictions for children, but parents are advised to provide proper supervision for their safety and welfare.

3. Running, screaming and general "horseplay" are not permitted in or around the pools.

4. Glassware and any sharp objects are not to be brought into the pool areas.

MOTOR VEHICLES

1. Owners and guests must register with the Managing Agent as soon as possible after their arrival, provide information about their vehicles and thereafter display the identification cards provided.

2. Parking is to be in assigned covered spaces or designated parking places only.

3. Owner and guest vehicles allowed on property: two vehicles are allowed for one and two-bedroom apartments, three vehicles for three-bedroom apartments. No more than this will be permitted on the property. One of the vehicles must use the assigned covered parking space.

4. No owner who rents their apartment will be allowed to store a vehicle in their assigned parking place during the times their apartment is rented.

5. No long-term storage of vehicles is allowed in open parking spaces.

PROPERTY ACCESS AND USE

1. The owner of an apartment, or that owner’s rental manager, must notify the Managing Agent of any persons renting or occupying their apartment and such notification must be at least 48 hours prior to their arrival and should include the information required in Rules 2 and 3, below, if known.

2. All visitors will be required to check in at the front desk. Upon check-in, guests will be required to submit information concerning their group including: full name of all persons in their group, home address and contact information of the responsible person, and arrival and departure dates. Guests checking in will acknowledge receipt of the Kanaloa at Kona House Rules.

3. Guests will provide vehicle make, model and license plate number for any vehicle on property.

4. Guests checking in will also provide a credit card deposit before a gate access card is issued and will be responsible for adhering to the Association Bylaws, House Rules, and Declaration of Horizontal Property. Any damages to the property will be assessed to the credit card on file. A charge of \$30 plus tax will be assessed for any gate card lost or not returned.