

Policy B.01 – Kanaloa at Kona AOA

Adopted by the Board of Directors – October 2020
Notice Provided to Homeowners – November 2020
Policy Effective – December 15, 2020



Guest Registration and Security Policy

B.01.1 Background and Purpose

Kanaloa at Kona’s governing documents under Bylaws Article VI. Use states that Kanaloa “shall be occupied and used for purposes that are consistent with, and appropriate to, a hotel property.” 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 are classified as the most important factors in the hotel industry. It only takes one crime to tarnish a property’s reputation. Tragic events such as that in Las Vegas a few years ago have highlighted steps that hotels can and should undertake to address the changing safety and security threats to guests, staff, owners, and property. Access control is the foundation for a comprehensive security procedure process. The Kanaloa Board of Directors has been addressing the challenges at Kanaloa through the use of various policies and procedures to implement effective security measures while affording owner convenience and flexibility. However, Kanaloa continues to experience security challenges, now, even more evident during this current COVID-19 pandemic, with guests who continue to gather in large groups, potentially putting all those in the Kanaloa community at a huge security and safety risk. Further, in the event of an evacuation from a hurricane, tsunami, or terrorist threat Kanaloa currently has no way of knowing who is occupying a unit at any given time. Criminal activity could occur unabated.

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.

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. 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.**

2. Vehicle Parking Pass – ALL Kanaloa Tenants and Guests, 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.**
3. 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 for the duration of stay.**
4. For the duration of the COVID-19 pandemic the Board will restrict any guest or tenant (owners excluded) who occupy any Kanaloa unit from having any outside guests join them on property.

B.01.4 Fee

1. \$30 SERVICE FEE (subject to change with notice) 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 is occupying the property, the service fee must be paid. 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.
 - c. Owners who are not contracted with Castle may pay their guest registration fees by sending a check to Castle for each guest; by providing Castle with a credit card authorization that they may use to charge the guest registration fee; or by paying the guest registration fees once per month via a monthly statement.
 - d. The registered owner of any unit who occupies their own unit themselves is exempt from paying this fee.
2. Owners on TITLE and members of their IMMEDIATE family (spouses, siblings, children ONLY) are exempt from the service fee if OCCUPYING the property for their own use.
3. A fining policy is being drafted and will be presented to Owners for approval, the provisions of which will apply to violations of this Guest Registration and Security Policy.

B.01.5 Services Provided

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

1. All guest names (indicating number of guests), and arrival / departure dates.
2. Owner or agent on-island contact info (as required by Hawaii Revised Statutes).

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

1. Verifies Government-issued ID and reservation with Castle, Agent or Owner
2. Has Guest acknowledge and sign House Rules before a copy is provided.
3. Obtain vehicle information, if any, and distribute gate card and parking pass. ***END***