



February 21, 2009

Aloha Ala Moana Rental Program Unit Owners,

We are excited to announce the launch of the **Owner's Referral Program!** Rental Program Unit Owners will now have the opportunity to refer business to the Ala Moana Hotel and receive a referral commission. Here are the details:

PROCEDURES

- All rental program owners have been assigned an "Owner AMH#" *(above right corner of this letter)*
- Owners must call the Ala Moana Hotel reservations department directly at:
 - **808-955-4811**
 - Toll-free U.S., Canada, Guam: **1-800-367-6025**
 - Toll-free Maui, Kauai, Big Island of Hawaii: **1-800-446-8990**
- Owners will then advise reservation clerk that they want to make a reservation and give their "Owner AMH#" *(number must be given at time of booking to qualify for referral commission)*
- Reservation clerk will check for the best available commissionable rate and confirm per owner's instruction
- Owner must provide a credit card to confirm and guarantee the reservation *(either the guest's or the owner's credit card)*
- CANCELLATIONS made within 72 hours from arrival will be charged one night
- A one night non-commissionable charge applies for any "NO SHOWS"
- All reservations will be assigned randomly, following the normal balancing guidelines and cannot be unit specific

REFERRAL COMMISSION

- Owner Referral Commission is 10% of nightly rate
- Commission checks will be mailed to owners within 30 days of guest check out, on an accumulative basis
- Our affiliate, Outrigger Hotels Hawaii, will handle the distribution of all commission checks. They will also send owners a separate 1099 at the end of the year for total commission revenues that exceed \$600

We appreciate your membership and support of the hotel rental program. Please call the Owner Relations Department if you have any questions or concerns.

Mahalo,

Ala Moana Hotel Operations/ALM, LLC