

ALA MOANA HOTEL / Realtor Showing Instructions
For
UNITS IN THE RENTAL PROGRAM ONLY

In our ongoing efforts to best represent the hotel to guests, potential buyers and ensure a professional image, we as the hotel managers and operators of the rental program will continue to enforce the following realtor/property manager showing instructions, which went into effect on **November 1, 2007**:

- All showings must be completed between **2pm – 3pm***
- All showings are not guaranteed, unless showing request is made 48 hours in advance and unit is not occupied or pre-blocked for a scheduled arrival.
- **Showing requests must be submitted in writing** to the Owner Relations Office by fax or in person; 48 hours in advance is highly recommended. Any requests received outside of normal business hours will be reviewed the next business day. Phone inquiries regarding unit availability are discouraged; faxed requests are required.
- Only names authorized on the submitted paperwork will be allowed key issuance. Last minute name changes will not be honored unless written revision is submitted by fax.
- Showings are only allowed in **vacant** and **clean** units. To show the potential buyer the unit in its best presentation we will not allow showing occupied or dirty units.
- *Open House or multiple all-day showings require units to be blocked minimum 2-days (taken out of the active rental program during this time). This will assure unit is not blocked for future guest arrival or be affected by in-house guest extensions.
- **All keys must be picked up at the Front Desk and returned to a Front Desk Guest Service Agent.** This will allow the hotel an opportunity to rent this unit for its owner. Failure to return key may subject owner to a \$40 check out fee.
- Photo identification is required for all key issuances.
- The showing agent will be responsible for any damages or missing items while in possession of the key. Owners will be billed a \$40 cleaning fee if any units are found dirty after a scheduled showing.
- No signage of any kind will be allowed on unit door or anywhere on hotel property.
- These instructions may be changed by ALM Management Services at any time based upon hotel operations.



Owner Relations Office
Hours: Monday – Friday
8am – 5pm
Phone: 808-944-4319
Fax: 808-944-6898