

# AULANI

A  RESORT & SPA

## **Terms and Conditions - Room Only Terms & Conditions**

### **DEPOSIT REQUIREMENTS**

At the time of booking, all reservations require a deposit equal to the first night's room rate plus applicable taxes. If a deposit is not received when due, the reservation will be cancelled. Deposit requirements for arrivals are subject to change and additional deposits may be required.

### **RESERVATION INFORMATION**

All Guests' full legal names (including children) and children's ages are required at the time the reservation is made. Any additional Guests must be added to the reservation prior to arrival.

### **CANCELLATION/CHANGE POLICY**

Changes to the reservation including, but not limited to, arrival or departure dates and view type, are subject to availability, and new room rates may apply. In order to receive a refund of your deposit, including credit card deposit transactions, notification of cancellation must be received at least 5 days prior to your arrival date. To cancel or modify an existing reservation, call your travel agent if you booked through a travel agent, or Walt Disney Travel Company, Inc. ("WDTC") at 866-44-DISNEY. (If you are under 18 years old, you must have a parent's permission to dial this number.) A cancellation fee equivalent to first night's room rate plus taxes will be charged for cancellations made 4 days or less prior to arrival date, including no shows. Additionally, if you are holding any other reservations, they will not be cancelled unless you advise us. Failure to check in to the hotel on the scheduled arrival date without prior notice of cancellation or change will be subject to fees equivalent to the first night's hotel rate plus taxes. The cancellation and refund policy are subject to change.

### **HOTEL ADDRESS**

Aulani, A Disney Resort & Spa  
92-1185 Ali'inui Drive  
Kapolei, HI 96707

### **ROOM LOCATION AND INFORMATION**

Adjacent rooms, connecting rooms or specific room location and types of rooms or bedding are on a "request basis only" and are subject to availability at the time of check-in. These requests for specific room type or location may result in additional charges to be paid directly to the hotel. The maximum occupancy is a combination of adults and children per

room using existing bedding.

Additional per-adult charges may apply for more than two adults per room. *Aulani* Resort is a smoke-free environment, excluding designated outdoor smoking locations. A room recovery fee will be charged for smoking in guest rooms and villas, on balconies or on patios.

### **GUESTS WITH DISABILITIES**

Guests with disabilities requiring accessible accommodations may contact WDTC directly for specific information and assistance regarding accessible room availability, bedding options, amenities, restrictions, and advance reservation notice requirements. WDTC will also contact our third-party provider(s) on a Guest's behalf as necessary. All accommodations are subject to availability.

### **COSTS NOT INCLUDED**

Parking (self or valet), any taxes or fees, in-room incidentals (e.g., movies, games, honor bar), gratuities, laundry, long distance telephone calls, child care, activities, beverages, meals, sundries, sightseeing, services and any other items or services not described herein.

### **RESORT CHECK-IN/CHECK-OUT**

Check-in time is after 3 p.m. for standard rooms and suites, and after 4 p.m. for studios and villas; and check-out time is before 11 a.m.

### **PHOTO ID AND VALID PAYMENT CARD REQUIRED AT CHECK-IN**

A government-issued photo ID and the valid credit or debit card that was used in connection with the reservation confirmation are required at check-in. The government-issued photo ID must match the name that was used on the reservation confirmation and on the credit or debit card used in connection with the reservation. A valid credit or debit card will be required to check-in to cover room charges and incidental expenses. If any reservation is more than one (1) night, all nights will be charged on the Guest's valid credit or debit card for the entire length of stay at check-in.

### **UNACCOMPANIED MINORS**

Unaccompanied minors may check in under certain circumstances, with parent/guardian consent and pre-approval from WDTC. Unaccompanied minors must have valid ID, valid form of payment (credit card in their name) and a responsibility Waiver signed and notarized by their parent/guardian to check in to the hotel. Please contact WDTC at 866-858-1861 for requirements and information.

### **ROOM RATE REVISIONS FOR ARRIVALS THROUGH DECEMBER 31, 2020**

Room rates for arrivals on or prior to December 31, 2020 are guaranteed as long as room reservation is not changed (except for changes in tax rates or other governmental charges) as long as room reservation is not changed.

### **"RIGHT OF ENTRY" POLICY**

Please be advised that notwithstanding your use of a sign on your door, a request by you to

forgo housekeeping services or any other request made by you, the hotel and its staff reserve the right to enter your room for any purposes including, but not limited to, performing maintenance and repairs or checking on the safety and security of Guests and property. The hotel staff will give reasonable notice prior to entry by knocking and announcing the intent to enter the room.

**OTHER TERMS:**

- All rates are in U.S. dollars.
- Additional adult charges may apply for more than two adults per room.
- Final payment of room and tax is due upon arrival.
- Reservations may only be made and are only guaranteed for a length of stay of less than 30 days.
- Pets are not permitted with the exception of service animals.
- WDTC reserves the right to accept, retain, decline or cancel a Guest's reservation at any time and for any reason, subject to applicable law. In addition, WDTC reserves the right to cancel or modify a reservation, including the price, at any time prior to Guest check-in if the reservation includes resulted from a mistake or error of any kind, including but not limited to, a mistake or error in price or description of the room type, or where it appears that a Guest has engaged in fraudulent or misleading activity in making the reservation.
- All terms and conditions, including, but not limited to, deposit requirements and cancellation and refund policies, are subject to change by WDTC without notice.
- All room reservations and transactions are made and consummated in the State of California. Room reservations and transactions and these Terms and Conditions for Room Only Reservations shall be governed by the laws of the State of California without giving effect to any principles of conflicts of law.
- Room reservations are non-transferable, and reservation name changes are not permitted.

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