

# Aloha Towers – Waikiki

A Royal Aloha Vacation Club Resort



## Property Policies and Additional Info

If you're thinking about staying here, there are some things you may want to review before you go. We work diligently with the resorts to ensure the information is the most current we have for the resort location. However, there may be times where we have gaps in the most current information so we encourage you to review the room directories or if you would like you can call Royal Aloha directly at (800) 367-5212 to ensure everything we have listed is still current and in effect.

### Property Policies:

- Age Requirements
  - Be aware that the resort does have an 21 or older check in restriction.
- Cancellation Policy
  - This is a NON-REFUNDABLE reservation. Once the reservation has been confirmed by the resort you own it. However, because we want to make you happy, if you can't make the trip please call us. We will work with you and the resort to try to reschedule your trip. We can't guarantee anything but we will try....
- Maximum Occupancy
  - Please note the number of people that can stay in the unit. Exceeding the maximum occupancy is not permitted and we would really hate to see you have to rent another room at current rental rates. If you have any questions regarding the maximum occupancy criteria, please call us. We will work with you to ensure we create the perfect configuration or rooms for you, your family or friends.
- Parking
  - Yes, the property has on-site parking for a nominal fee. However, please don't come rolling up in your camper, trailer, box truck motor home (get the gist). They are not allowed to park at the property. If you have no other choice in getting to the property, check with our team before you arrive. We will be happy to help locate a storage facility for you over-sized vehicle while you have a great stay at the resort.
- Payment Types
  - The resort will take cash or credit cards as a form of payment for incidentals and/or unit damage that was caused during your stay.
- Pets
  - Unfortunately, unless your pet is a certified service animal it won't be allowed to stay on property. However, check with us, we may be able to provide some boarding alternatives near the resort if you absolutely need to bring your pet with you.
- Pool & Spa Towels
  - Please do not bring your room towels down to the pool area. The resort has plenty of towels available for your use. Royal Aloha's office staff will be more than happy to provide you with what you need to make your time at the pool an enjoyable one.
- Quiet Hours
  - To respect others staying at the property, the resort observes the following quiet hours. Sunday to Thursday 10:00 pm to 8:00 am and Friday and Saturday 12:00 pm to 8:00 am.
- Security Deposit
  - Just want to let you know that the resort reserves the right to hold an amount for incidentals and/or unit damage against your credit card at check-in.

- Smoking
  - This is a smoke free resort. That means you can't smoke within the units. Please check with the Royal Aloha's office staff for a map of the designated smoking areas.

## Property Amenities | Hours of Operation:

- Royal Aloha's Office Hours
  - The staff is available during the following times: Monday 8:00 am to 6:00 pm and Tuesday through Friday 8:00 am to 4:00 pm. Please make sure you get everything you need completed during the week, the front desk is closed on Saturday and Sunday.
- Common Amenities
  - Each property offers a little different setup. You can check with the staff for the operating hours. Please note that the Diamond Head and Ewa Tower's can be accessed by guests staying at either property.
    - Diamond Head Tower - Swimming Pool and Jacuzzi
    - Ewa Tower - Swimming Pool, Jacuzzi, and Sauna
    - Sky Tower - Swimming Pool, Sauna, and BBQ Area

## Other Interesting Stuff:

- Check-in Location
  - There is only one check-in location. Please note that the check in address for all three towers is at 2224 Aloha Drive, Honolulu, HI 96815.
- Island Orientation
  - Join the Royal Aloha staff for a Tuesday morning island orientation. Learn all about the beautiful island of Oahu and what it has to offer, while enjoying a complimentary continental breakfast. The orientation starts at 9:00 am so don't be late.
- Tower Configuration
  - The property is comprised of 3 separate towers. The Diamond Head and Ewa Towers are located across the street for each other and their common amenities are accessible by guests staying at either property. The Waikiki Sky Tower is located 7 to 8 blocks away and guests are not able to access the other two properties common amenities.