



Royal Kahana Maui

BY OUTRIGGER®

4365 Lower Honoapi'ilani Road
Lahaina, Hawai'i 96761

IMPORTANT PHONE NUMBERS

Hotel Phone // 808-669-5911

Facsimile // 808-669-5950

Front Desk & Wake-Up Call

0 // 8:00 am - 7:00 pm daily

Housekeeping // Ext. 5904

Activity Desk // Ext. 5905

PHYSICIAN:

Doctors on Call // 9-667-7676

Urgent Care // 9-667-9721

24-Hour Emergency // 9-911

After Hours Security // 808-633-3200

Aloha, we are delighted to have you as our guest. We hope you enjoy our comfortable accommodations and island-style hospitality.

E Komo Mai (Welcome)

Activities & dining

There are many unique and varied activities, shops and restaurants available on the island of Maui. For more information, contact our Activity Desk, Ext. 5905. The Activity Desk is located in the lobby and is open 8:00 am to 5:00 pm daily.

Barbecues

Four gas grills are located near the pool area. Hours are 9:00 am to 10:00 pm.

Check-in

Check-in time begins at 3:00 pm.

Check-out

11:00 am. We accept VISA, MasterCard, American Express, Discover, JCB, traveler's checks and personal checks. Late check-out may be available. You may store your luggage in our front office storage space until departure.

Crib & rollaway bed

Contact the Front Desk if you require crib or rollaway bed rental information.

Fire safety Instructions

If a fire occurs in your room, leave the room immediately. Pull the nearest alarm box and exit the building using the nearest stairway. Alarm boxes are located at all stairwell exit doors. If the fire is not in your room, remain in your room and call the Front Desk. The Front Desk will advise you of any precautions to take. If you must leave your room, take your card key.

Fitness & recreation

On-site fitness center, ping-pong table and restrooms are located on the basement level. Shuffleboard courts are on-site. Please see the Front Desk to obtain equipment or assistance. Fitness center hours are 7:00 am to 10:00 pm. Please stop at the Front Desk for a card key and to sign the required Waiver of Liability Form. No one under fourteen (14) years of age will be permitted use of the Fitness Center unless accompanied by a responsible adult. Ping-pong hours are 9:00 am to dusk. Shuffleboard hours are 9:00 am to sunset.

Golf

There are five 18-hole courses within a few minutes of the Royal Kahana Maui by Outrigger: the Kapalua Village, Bay and Plantation Courses, and championship Kā'anapali North and South Courses. For more information, contact the Activity Desk, Ext. 5905.

Housekeeping

Your room was freshly cleaned prior to your arrival. We offer customized housekeeping service for a fee. Please call Housekeeping, Ext. 5904, for assistance.

House rules

A copy of the house rules is located in your condo unit. We thank you for your cooperation.

Ice machines

Located in the basement level.

Key return

Please return all unit keys to the Front desk, during check-out.

Laundry

A washer/dryer is located in your unit along with an iron and ironing board.

Messages & mail

The message light on the phone in your unit will be on if you have a message. To retrieve your messages, press the message retrieval button on your phone and follow the voice prompts.

Office hours

Office hours are from 7:00am to 11:00pm daily. Dial "0" for the operator.

Parking

Permits are issued at check-in and should be hung from the rearview mirror at all times you're parked on the property. If the information on the permit changes, please contact the Front Desk for a new one. Please do not park in reserved stalls or your car may be towed.

Pest control

Since Hawaii has a tropical climate, pests may be present due to the warm, humid weather. We maintain professional services to control any activity. However, should you have a problem, please contact the Front Desk.

Physicians

Medical care is available within the area. Contact the Front Desk or concierge for referrals.

Pool and towels

Hours are 9:00 am to 10:00 pm. No glassware, Frisbees, flotation devices or similar toys are allowed in the pool area. No lifeguard is on duty, and children under the age of 14 must be accompanied by an adult 18 years or older. Please abide by pool rules posted poolside. Pool towels are available in your room. A charge of \$25.00 per towel will be automatically added to your account for missing pool towels.

Security

Even in paradise there is no need to offer temptation. Please lock the glass and entry doors in your unit when leaving even for short periods and when retiring for the night. Also remember to lock your rental car doors.

Telephone information

Free local and toll-free calls.

Trash chute

Located on every floor across from the O9 unit.

Valuables

A safe is provided for your use at no charge to protect your valuables. Under Hawaii State Law, we are not legally responsible for valuables left in your room.

Wake-up service

Wake-up calls may be requested by dialing "0".

Wireless Internet

Complimentary wireless internet access is available in your condo. The login information is in your condo unit.