

PM Investments Cancellation Policy

Cancellations, at best, are unpleasant and costly for both condominium owners and guests. No one enjoys cancellations but they do occur.

Very rarely do vacationers call for reservations in Hawaii only 2 or 3 months in advance. A unit is usually booked 6 months to a year in advance. Therefore, if a guest calls to cancel a month or two after booking, it is likely that the unit will remain un-rented. We only ask for a \$500.00 deposit per week so that our guests do not have to tie up a lot of cash before it becomes necessary. This deposit does not come close to covering our loss due to a cancellation. So, please understand: We will **NOT REFUND ANY DEPOSITS** if the request is made more than 5 days after making the reservation... unless we re-rent the unit. **EVEN THEN** if we have mailed the Confirmation Package, a cancellation fee will be charged. See "D" below.

THE FOLLOWING REFUND GUIDELINES APPLY TO ALL CANCELLATIONS:

- A. FULL REFUND: For reservations made 6 MONTHS OR MORE PRIOR to the date of arrival, a cancellation must be made "10" days of the booking date, except see "D" below.
- For cancellations made within 5 days of booking, for those reservations made LESS THAN 6 MONTHS prior to arrival, a full refund of any moneys received, except see "D" below.
- B. PARTIAL REFUND: For ANY cancellation, a pro-rata share will be refunded, up to 100% if the entire period is re-rented, except see "D" below.
- C. NO REFUND/
CANCELLATION FEE: In the rare event that a cancellation is made after receipt of full payment (30 days before arrival date) there will be NO REFUND, unless the unit is re-rented, as in "B" above, less the cancellation fee in "D" below.
- D. CANCELLATION FEE: There **IS** a \$150 cancellation fee.

We regret our Cancellation policies... but they are necessary. There are **NO** exceptions.

However, **WITHIN 5 DAYS** of your receipt of this policy, if you feel uncomfortable with the terms, you may call or write us and we will be pleased to **IMMEDIATELY** refund your **ENTIRE DEPOSIT** and cancel your reservation.

By signing below, I agree that I have read the above Cancellation Policy and do hereby agree to all of the terms and conditions therein.

Signature

Date

Print Name