Aloha ...

Welcome and Mahalo for your booking at Lako House ... We have some information below related to your stay. Please read this once now and bring a copy with you for reference during your stay ...

Your Reservation Confirmation: Please be sure you have sent to Lako House your signed reservation confirmation form as well as security deposit form (credit card authorization, etc.). Be sure that Lako House has indeed also confirmed your reservation either via e-mail, mail and/or fax *(verbals are NOT good enough)*.

Be sure also to send Lako House your flights itinerary into and out of Kona ... this is very important since we need to schedule a greeter for your arrival time at the house *(see below under 'Your Arrival')* ...

If you have any questions, please call or e-mail anytime ... Lako House Staff

Office: 1-808-329-6804 Fax: 1-408-904-7434 e-mail: lakohouse@aol.com website: www.lakohouse.com
Emergency contact #'s: 1-408-930-2758 / 1-408-873-9669

Your Arrival: Upon arrival in Kona you **must** call us straight away to confirm your arrival time at the house. **Tel/Text: (408) 930-2758 or Tel only (808) 329-6804. Note that** Best time to call is when you're just about to get your rental car ...

Please do call us enroute to Kona if your flights or intended arrival at Lako House is delayed, etc.

Phone/Fax: Guest Phone number is (808) 331-1419. Please note that this phone number is not published so be sure to tell people this number if they need to contact you during your stay; *note that the other number (808-329-6804) is the office number and not available at the house.* While on Big Island phone calls are free from the house phone, we *HIGHLY* recommend bringing a cell phone for both convenience and safety reasons (or rent one upon your arrival).

Directions to Lako House:

* Turn right from the Kona Int'l Airport campus heading south on highway 19 toward Kailua-Kona (10 miles). Continue straight through Kona (highway 19 intersects with highway 190 from the north) as highway 19 changes to highway 11. Approximately 2 miles further south, you should find Lako Street. Turn right on Lako Street and travel down the hill for about 20-30 seconds (car). NOTE THAT SOME GPS, WAZE OR GOOGLE MAPS directions have people going UP the hill on Lako Street … This is *NOT* the correct direction

* You should find Lako House on the left side about 20-30 seconds of normal speed driving down Lako Street. There's a big white mail box to look for and the property has a gate with an address sign spelling out: "76228 Lako Street". The house front looks like the picture below. Website map also available at: http://www.lakohouse.com/image/directionslako.pdf

Note: For folks that are also renting the HND, **people** access is also possible from the Lako House side driveway.



B & K Far West
Lako House
76-228 Lako Street Kailua-Kona, HI 96740
www.lakohouse.com e-mail: lakohouse@aol.com
Tel: (808) 329-6804 Fax: (808) 331-1637
Bill Black-Hogins
Marketing
Cell Phone: (408) 930-2758
Fax/Phone: (408) 446-9724 *(24-hours)*

(feel free to cut out the above business card and take to Kona for your reference and in case you need to contact us ...)

Other Transportation (Bus, Van, Taxi, etc): You can also take a taxi from the airport ... use directions above ... About $40 + tip one-way from the airport. With this said however, we ABSOLUTELY recommend renting a vehicle before coming to Kona ... Many good deals on the Internet ... and be sure to secure a rental car booking **far in advance** especially during high season.

Gate / Parking: It is not necessary to use the gate (open / close) during your stay at Lako House (we are plenty safe in this area) but if you absolutely want to use the gate, note there is a open / close button on the wall in the large bedroom facing the gate; use the keypad to close/open on your way in or out. Lako House has ample driveway space to accommodate 5-6 cars easily ... Absolutely NO commercial vehicle parking allowed ... *Lako House **GUESTS** are responsible for any damage to Lako House property or guest vehicles due to accidents with the gate, trees, lighting, buildings, walls, etc.*

Quiet Time: 10pm to 8am ... During quiet time, NO noisy gatherings or activities allowed outside, etc. (neighbors have been known to call the police if they can't get quiet in the evenings) and NO loud music playing.

Keys: We will let you know where the keys are upon arrival at Lako House at time of check-in. In order to cover expenses for rekeying, charges for any lost key is $50.00.

Alarm: There is a house security alarm that is usually NOT turned on during guest stays; note of course the fire alarm is always active. There is also an entry & sliding window safety chime alert tone that may be turned on at check-in if you believe this will be an issue (please ask at check-in time). Note too that the alarm can be activated, upon request during your stay for a deposit of $150.00 that will be returned upon check-out. Upon activation at check-in you will receive a security password and instructions on how to use the alarm. **IMPORTANT:** Any false alarm that is triggered during your stay (for whatever reason) that the local police and/or our management team needs to respond to will be charged $75.00 per incident.

Safety Box: Safe Deposit Box (in Twin Room) is available at no charge ... Ask us at check-in for more information ...

House Guide (Amenities, etc.): Please see the website for more information: www.lakohouse.com

Linens: 1 set of towels + large pool towel will be provided for each guest ... Please be careful not lose towels (beach, etc.) ... Lost or heavily soiled towels will be charged $35/set ($25 for pool towel, $10 for others). You may wash these towels as needed using the washer/dryer machines located in the house.

Kitchen: The kitchen is fully equipped (matching dishes, cutlery, etc.) including spices, and typical refrigerator sauces, dressings, spreads, etc. Upon check-out, please do not leave the refrigerator full of items that might spoil quickly and/or items that will require lots of clean-up (fish/seafood are the biggest offenders here). Please treat the kitchen sink garbage disposal with care. Don't overstuff items into it and NEVER put seafood scraps, bones, shells, etc. into the garbage disposal. Lastly, please also empty out the garbage from the house when needed to the garbage cans by the garage (when/if the garbage by the garage needs dumping, please let us know). Lastly, please note that extra cleaning charges will be levied for a kitchen or house that is left in an unreasonably dirty condition.

Cleaning: Charges for upon departure cleaning have been included in your already paid rate and were based on the contracted persons count and number of rooms to be used, etc. For stays greater than 8-days, an extra mandatory guest paid cleaning will be done every 6-8days during the guests stay. For guests that want cleaning more often (must be arranged prior to check-in) and/or for guests that depart the house in a very dirty condition, extra cleaning will be separately charged at $60.00/hour. To arrange for more frequent cleaning or for further discussion/questions, please contact Lako House staff for more information.

Pool/Jacuzzi: Note there a Jacuzzi 60-minute push-button timer on the front (lower) side of the pool pump box that needs to be turned on to make the jets go on. Note that once the 60-minute cycle completes, toggle this push button again (off => on) to get another 60-minutes. Do NOT remove or touch any of the following: Chemical floaters, pool hoses, pool cleaner/sweep, Pool/Jacuzzi house controls. **Special note for all:** Do not play, ride or otherwise interfere with the pool sweep. DO NOT REMOVE the sweep or hoses from pool for any reason (also causes damage); repairs of this sweep can run $400.00 or more !

Extra charges will be levied if any pool equipment is damaged or goes missing. If you have questions or problems with the pool during your stay, please contact Lako House staff immediately so that we can attend to any issues that may come up. Note: The pool cleaner company comes once a week (typically Mondays) to clean the pool and phone # is on the refrigerator if you feel a need to contact them ... IMPORTANT: Keep the chlorine floaters in the pool & Jacuzzi at all times (big one in the pool, smaller one for the Jacuzzi.

House Provided Items: Please contact Lako House staff if additional toilet tissue, paper towels, shampoo, light bulbs, etc. are needed during your stay

No Smoking: Absolutely no smoking within any interior portion of the house. A minimum extra cleaning charge of **$350.00** will be levied for any significant evidence or damage due to smoking within house *(ashtrays are provided outside in the Lanai area for smokers)*.

No Shoes in House: Absolutely no wearing of shoes allowed within any interior portion of the house. Also, do not enter the house 'sock-footed' or barefoot without first cleaning off feet or removing socks if guest had been walking outside sock footed or barefoot. A minimum extra cleaning charge of **$250.00** may be levied for extra house cleaning (furniture, carpet, tile, etc.) required after check-out. PLEASE USE OUTDOOR SLIPPERS THAT ARE PROVIDED FOR OUTDOOR ONLY USE ... BUT PLEASE DO NOT REMOVE SLIPPERS FROM PREMISES. Guests will be charged for lost or damaged slippers.

House Furniture: Guests are NOT to significantly rearrange or move house furniture without prior owner permission. Any furniture found significantly moved and/or damage found to furniture or walls (dents / dings, etc.) will be charged back to guest.

House Slippers: Guests are required to remove shoes and use provided house slippers (if desired) within the house. HOUSE SLIPPERS ARE NOT ALLOWED OUTSIDE OF THE HOUSE grounds. Guests will be charged for lost or damaged slippers.

Check-in / Check-out: Check-in is from 13:00 to 16:00pm and Check-out is at 10:00am. Please do understand that check-in may delayed until the house is clean especially on days that have other groups also checking-out; we ask that your group wants to drop off luggage this is fine but do not enter the House or property anywhere until the cleaning is completed. As for check-out, please arrange via the owner for extended times (if available) .. There are extra charges involved for check-out times past 10am.

Extended Check-out times are: If available (i.e. no check-in for the following day) ... After 10am and until 1pm (1/4 days rate extra), until 4pm (1/2 days rate), until 7pm (3/4 days rate), after 7pm and before 10am the next day (full days rate). Hawaii State lodging taxes are extra. Note that we need to have this check-out time very well pinned down before/by check-in time ... The reason is the cleaners' schedule will need to be re-booked if check-out is any later than 10am ... (Note: If there are people still there at the house after the agreed upon check-out time, in addition to any extended day charge, Lako House will also be billed a $75.00 charge to reschedule the cleaners time ... this charge will be passed on to whomever make the Lako House booking.

Occupants: If you have more than 5 persons, your rent is calculated from a base rent plus an extra person charge. If you wish to register more occupants than originally agreed upon, please contact owner prior to check-in. Unless you have other special agreements, the additional rent is $50/night (plus taxes) for each adult and $25/night for each minor (6-17yrs); <6yrs are free.

Parties: Fundamentally, parties / events are NOT permitted. You must discuss and first confirm at least two-weeks PRIOR TO CHECKING-IN any plans for parties or gatherings with person counts greater than your paid reservation. This includes any use of live music, use of caterers, events to be held outside, and/or require rearrangement of house furniture etc. There is a minimum charge of $300+taxes for such events.

Cancellation: See Reservation Confirmation Form or Rental Agreement (Airbnb / VRBO) for our policy.

Security Deposit: We will use a credit card for an 'Authorization Only' transaction in the amount as given on your signed security deposit form. No actual billing will occur if there are no additional charges to be billed and/or no damage charges, etc.

Maintenance: Please contact our staff right away if there are any house repair issues that need to be addressed either immediately or after check-out. Contact phone #'s: +1 (408) 930-2758 or from the Lako =House phone call: 329-6804. ***NOTE:*** *The separate (on-property) Ohana unit is utilized by our Lako House host manager. Please do not disturb the occupants of this unit.*

PROHIBITED: ABSOLUTELY NO SETTING OFF FIREWORKS OF ANY KIND, **NO** CLIMBING ON ROOFS

Energy Conservation: As we are all aware in the world today, all of us must take part in conserving energy and this is most especially true for islands such as Hawaii with no natural sources of energy (electricity is most often generated by burning un-renewable energy such as oil, etc.). To this end, **PLEASE PLEASE** HELP us at Lako House by turning off all electrical appliances and lights whenever they are not in use, whenever you leave the house, or at bedtime ... ***Mahalo !***

Thank you for staying in our vacation home. We trust you will enjoy your stay and if you have any questions or comments, please call anytime. If it is urgent and you cannot reach us, please call our alternate contacts *(which are usually also shown on the main house refrigerator) ...*

Have a safe and pleasant journey to Lako House ...

Starting from: A Keahole Kona International Airport
KOA, Kailua/kona, HI

Arriving at: B 76-228 Lako St, Kailua Kona, HI 96740-3201

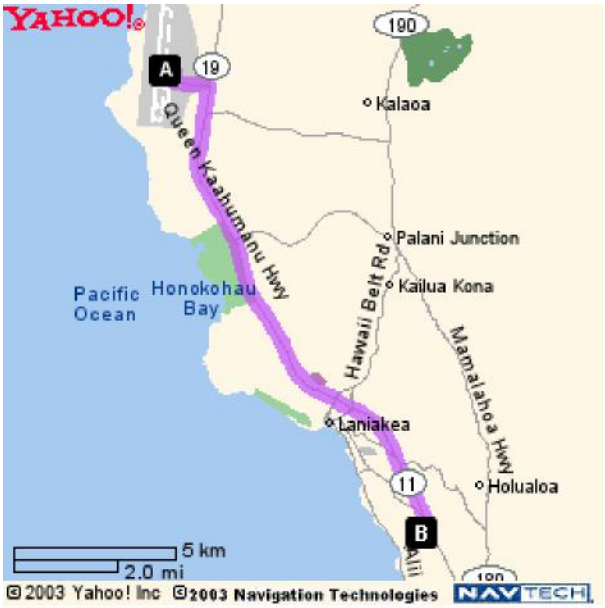
Distance: 11.1 miles **Approximate Travel Time:** 20 mins

Directions

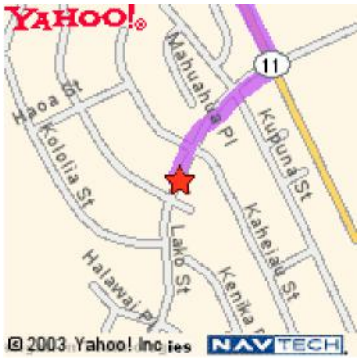
1.	Start going towards the **AIRPORT EXIT** on **KEAHOLE KONA** - go **0.2** mi
2.	Continue on **KOA** - go < **0.1** mi
3.	Continue on **KEAHOLE KONA** - go **0.6** mi
4.	Bear on **HI-19** - go **6.8** mi
5.	Continue on **HI-11** - go **3.1** mi
6.	Turn on **LAKO ST** - go **0.2** mi
7.	Arrive at **76-228 LAKO ST, KAILUA KONA**

When using any driving directions or map, it's a good idea to do a reality check and make sure the road still exists, watch out for construction, and follow all traffic safety precautions. This is only to be used as an aid in planning.

Full Route



Destination



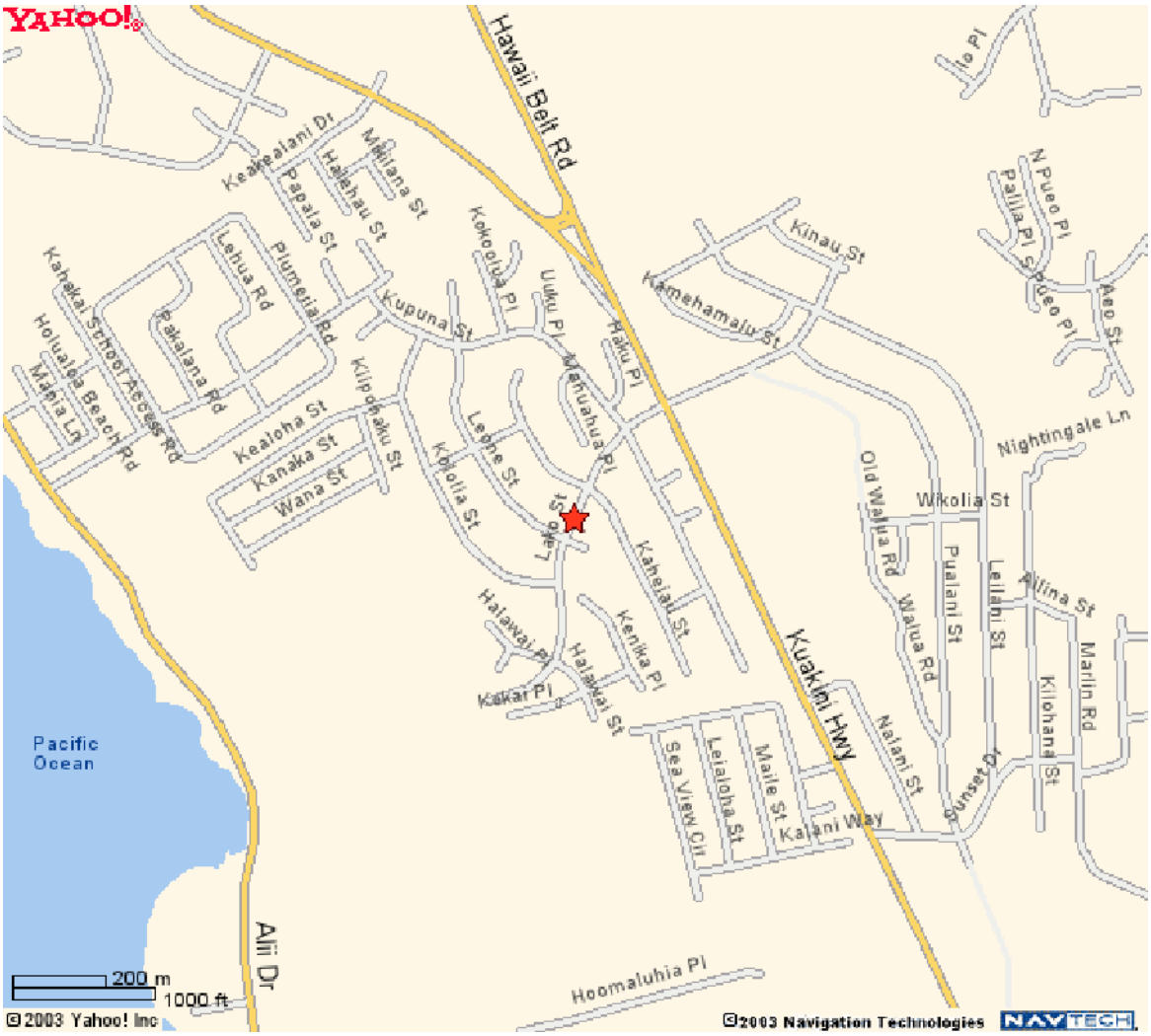
76-228 Lako St
Kailua Kona, HI 96740-3201

Copyright © 2004 Yahoo! Inc. All rights reserved.
Privacy Policy - Terms of Service - Copyright Policy - Yahoo! Maps Terms of Use - Help - Ad Feedback

Yahoo! Maps

Back to Map

76-228 Lako St
Kailua Kona, HI 96740-3201



When using any driving directions or map, it's a good idea to do a reality check and make sure the road still exists, watch out for construction, and follow all traffic safety precautions. This is only to be used as an aid in planning.

Copyright © 2003 Yahoo! Inc. All rights reserved.
Privacy Policy - Terms of Service - Copyright Policy - Yahoo! Maps Terms of Use - Help - Ad Feedback