



## PARADISE PLUS PROGRAM POLICIES & PROCEDURES

### I. EARNING PARADISE PLUS PONTS

1. Any IATAN or CLIA appointed agency, or its individual agents may join at no cost or no obligation. Corporations and/or entities cannot be enrolled as participants.
2. Any agency or agent wishing to join must complete the application form and register for the program in order to be eligible for any benefits.
3. Any agency or agent registering for the program may request that any booking traveled within the past 90 days be entered on the account.
4. Any agency or agent registering for the program will receive one bonus night, however; **the bonus night can be used only in conjunction with an earned free night.**
5. A member will earn one free night at Napili Kai for themselves and a guest, including a breakfast coupon \$25 maximum per day, for every actual (10) ten room nights utilized in the resort.
6. 10 Actual Room Nights traveled = (1) one complimentary night earned.
7. Group bookings at discounted rates are excluded from the Paradise Plus Program.
8. Complimentary nights are not counted towards Paradise Plus earned nights.
9. Agents are credited for room nights booked through a wholesaler, however; **it is the agent's responsibility to send a copy of the confirmation from the wholesaler or otherwise advise us of the booking so the account can be credited.** We must be notified of the booking within 90 days.
10. An agency or agent will not receive credit for actual room nights generated by a client that the agent originally booked and who now books direct.
11. Suite bookings earn one Paradise Plus point per night regardless of size or number of guests.
12. Paradise Plus year runs January 6 through December 14; December 14 through January 6 is a black-out period for earning points.

### II. USING PARADISE PLUS POINT

1. Any agent requesting the use of earned nights shall send their request in written form on the agency stationery. Please include a copy of your IATAN or CLIA card and the agency IATA or CLIA number. Verbal requests for use of earned nights will not be confirmed. Please allow 3 working days for confirmation.
2. We will not comp fractional nights.
3. Maximum length per stay is 7 (seven) nights.

## PARADISE PLUS PROGRAM POLICIES & PROCEDURES - Continued

4. When visiting the resort, agents are housed in a run-of-the house Ocean View Studio accommodation and require 1.0 point per night, 3 people maximum occupancy. If the agent brings their family and requires suite accommodations, it takes 2.0 nights per night, 2-5 people maximum occupancy. Requests for specific locations will not be guaranteed. Napili Kai Beach Resort will not accept payment of a surcharge to reserve a specific room for agents utilizing the Paradise Plus program.
5. Paradise Plus nights are not available for special location requests.
6. Paradise Plus points are not valid for use during New Years, February, Spring Break Season, Summer, Thanksgiving, and Christmas or in any time of high occupancy (determined annually).
7. Space is "Subject to Availability" of discounted rooms block and can only be confirmed 30 days prior to arrival.
8. Any agent wanting additional nights over and above their Paradise Plus nights are given the current travel agent rate for a maximum of 3 additional nights. Next 3 nights at 50% off rack rate then 10% off rack rate per night in lieu of commission. Travel agent nights are not counted toward Paradise Plus earned nights.
9. Agent must present printed agency business card with their name upon arrival.
10. Use of Paradise Plus earned nights is valid only with site inspection of property. Appointments for site inspection to be made at time of reservation or at time of arrival. Failure to attend a site inspection will result in the deduction of 1 night (or 10 points) from the Paradise Plus account balance.
11. Paradise Plus reservations are subject to the same cancellation policy as a full rate reservation. Cancellation must be received 14 days prior to arrival. Failure to cancel will result in the forfeiture of first and last night deposit which is equivalent to 2.0 points. "No Shows" will also result in forfeiture of 2.0 points.

### III. TRANSFERRING PARADISE PLUS POINTS

1. Earned nights can be transferred to any full-time travel agent or agency that is enrolled in the program. Only whole nights can be transferred (1 night, 2 nights, etc.). Fractional nights cannot be transferred. Bonus nights are not transferable to any other agent.
2. If any agent moves to another agency, their points go with them. If the agent has left the travel industry altogether, the points revert to Napili Kai Beach Resort.
3. We will not transfer Paradise Plus earned nights to another agent or to the agency without the written authorization of the agent who holds these points.
4. Earned nights may not be purchased, sold or bartered.

## PARADISE PLUS PROGRAM POLICIES & PROCEDURES - Continued

### IV. STATEMENTS

1. Napili Kai keeps track of all bookings, does the record keeping and will send a statement to every registered member twice annually. If the agent feels there is a discrepancy on the statement they should simply email, fax or mail a copy of the booking and they will be promptly credited with any bookings we have missed. All account discrepancies should be brought to the attention of Napili Kai Beach Resort within 90 days of the date of the client's stay, or statement date.
2. Each member shall be responsible for advising Napili Kai Beach Resort of any changes i.e., name, agency name, mailing address, phone & fax numbers and email address.

### V. EXPIRATION OF PARADISE PLUS POINTS & MEMBERSHIP

1. All points earned will expire five years after date earned.
2. Bonus night will expire five years after date earned.
3. Any member who has less than one earned night in five years will be automatically dropped from the program and any earned points will revert to Napili Kai Beach Resort.
4. Any agency or agent who has been deleted from the program due to absence of bookings may re-apply for the program and if accepted, will begin again with a bonus night. Any agency or agent registering for the program may request that any booking traveled within the past 90 days be entered on the account.
5. Points that have been transferred from one account to another will follow the same expiration policy as earned points. All points earned will expire five years after date earned.

### VI. MISCELLANEOUS

1. Abuse of Paradise Plus points is subject to forfeiture of all points as well as cancellation of the account and member's future participation.
2. Napili Kai Beach Resort may find it necessary to change the Paradise Plus Program policies and procedures without notice. This means that Napili Kai Beach Resort may initiate impacting on for example, policies and procedures for earning complimentary nights, policies and procedures for the use of earned nights, policies and procedures for transfer of nights earned, black-out dates, etc.
3. Any exceptions to program policies and procedures must be approved by the Sales & Marketing Manager, Sales & Marketing Assistant, or the General Manager.
4. Napili Kai Beach Resort reserves the right to end all aspects of the Paradise Plus Program including use of nights with six months notice.

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