

Kona Reef

A Travel Raintree Resort Property



Property Policies & 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 ask the on-site concierge or front desk staff to ensure everything we have listed is still current and in effect.

Property Policies:

- Age Requirements - Be aware that the resort does have a 21 or older check in restriction.
- Beach Amenities - Beach items and equipment are available on a first come first serve basis. Beach mats, flotation noodles and children's beach toys are available for free. Snorkeling gear and Boogie boards are also available for rental.
- 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 - This resort has parking that surrounds the property. Choose either outside or covered parking depending on where your unit is located.
- Pets - Unfortunately, pets are not happening here. 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 - There should be pool towels located on the top of the washer/dryer machine. If the pools towels are missing, please contact the front desk or housekeeping department and they will be happy to help you.
- Pool Restrictions - Glass products are not allowed, for any reason, out in the pool area. Any glass broken in the area may carrying a fine, so please use non-breakable materials when you are enjoying the pool area.
- Jacuzzi Restrictions - If you are under 12 years of age, your out of luck. The Jacuzzi is off limits.
- 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. Please check with the front desk for a map of the designated smoking areas.

Property Amenities | Hours of Operation:

- Front Desk Services
 - The front desk is opened Sunday through Friday from 9 am to 5 pm, and Saturday from 8 am to 8 pm. If you plan to arrive after hours, please contact the resort or Travel FreeEk's Imagine Agent at least 24 hours prior to arrival and they will be happy to provide you with the late check-in procedure.
- Pool & Spa
 - The pool and Jacuzzi are available for your enjoyment. The facilities are available from 8 am to 10 pm daily.

Other Interesting Stuff:

- After Hours Security
 - The resort has after-hours security agents just in case you have an issue while at the property. Access to the security team will be provided by the front desk team.
- Access Tour & Activity Discounts
 - Book all your off-site activities, events and tours through the onsite Concierge and receive up to a 10% discount on the bookings.
- Housekeeping Services
 - The resort will provide a standard housekeeping services mid-week that includes trash service and towel replacement. If you just want to enjoy your vacation and not worry about keeping the unit clean, you can contact the front desk. They will be more than happy to arrange cleaning service, of course for an additional fee.
- Kids' Stuff
 - Bringing little ones along with you and don't feel like carrying your own equipment. We suggest renting your baby amenities through BabysAway.com.
- Athletic Club Affiliation
 - Really in to working out and you don't feel the on-site gym has enough equipment for you. No worries, this resort has an affiliate full-service athletic club about a five minute drive from the resort. Ask the front desk for the particulars and daily pass costs.
- Vending Machines
 - Need a late night snack. No worries the resort has vending machines with all the required goodies.